

Leading U.S. Campus Bookstore Company Switches to Trend Micro™ Enterprise Security to Free Up Bandwidth for Credit Card Transactions

Follett Corporation owns and operates more than 800 campus bookstores across the United States, and is a leading supplier of books, eBooks, and audiovisual materials for K-12 and higher education. Securing the company's network and protecting credit card information is a mission-critical responsibility.

UNIQUE CHALLENGES OF A LARGE RETAIL OPERATION

“Switching to Trend Micro was the right move for our retail operation.”

— Bryan Kerwin, Network Services Manager
Follett Corporation

Like many retailers, Follett Corporation faces the challenges of a seasonal business and a highly distributed operation. Its two busy seasons coincide with the beginning of fall and spring semesters, when systems and network links must accommodate heavy volumes of purchases. This makes the wide area network (WAN) a business-critical resource.



Last year, the company's existing security software started consuming an alarming amount of the WAN's total bandwidth. As a result, credit card transactions were not getting through and Follett could no longer conduct business as usual.

“Every morning, 800 stores are powering up their systems,” explained Bryan Kerwin, the network services manager in Follett's IT group. “When two scanning engine updates to our security software were issued during one of our peak periods, the WAN was suddenly clogged with large pattern files being downloaded to all of the endpoints. Our network pipes simply aren't big enough to accommodate this huge volume of simultaneous downloads. We had to block the updates so that we could conduct business. When our stores have competitors right across the street, customers are not going to wait in line very long. If we can't process credit card purchases quickly, we lose business.”

The Follett IT team sat down with their existing security vendor to fully understand the problem and to find a solution to maximize the security for their business and minimize the impact on the WAN.

KEY BENEFITS

- **Conservation of WAN bandwidth.** Intelligent incremental updates minimize network impact.
- **In-the-cloud protection.** Correlated web, email, and file reputation databases provide rapid time to protection and minimize complexity for large deployments.
- **Ease of deployment.** Automated processes and simple set up speed installation.
- **Access to experts.** Premium Support enables rapid issue resolution from experts that understand the unique requirements of a large retail operation.



THE PROBLEM: A LACK OF INCREMENTAL UPDATES

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— Bryan Kerwin,
Network Services
Manager
Follett Corporation

Being seasonal and going “green” result in great fluctuations in the numbers of PCs on the Follett network at any point in time. Systems not in use are powered down.

“We learned a great deal about how our security vendor’s software updates were being distributed,” said Kerwin. At the time, Follett’s network was configured with a ‘parent’ server in located in the home office. Each client received updates from that parent. Each morning as PCs started up at stores across the United States, Follett’s parent server and WAN were being inundated with requests for updates. In addition, not all of Follett’s systems had the latest version of the security software. The update mechanism at the time used a 10-day rule. Any system that was off the network for 10 or more days had to receive a full update, requiring upwards of 30 megabytes of data to be downloaded from the parent server.



The IT group decided to evaluate other security solutions and did a “bake off” between the incumbent and Trend Micro to thoroughly assess and measure the impact of daily updates on the company’s WAN.

THE BAKE OFF

Both vendors were given 30 days to install and pilot their latest software solutions. Follett’s IT group then operated the solutions on their own and determined the impact of the software on the WAN and data center.

Follett managed the two solutions for 30 days each, which provided the IT staff with an understanding of what it would be like to install and administer the solutions. “First of all, we noticed a sharp contrast in the ease of deployment with Trend Micro, which was done in a week,” said Kerwin. “It was incredibly simple. After the bake off, we were able to deploy Trend Micro solutions to all 800 of our stores in only 45 days—and we didn’t need to make any calls to the Help Desk. There were very few issues, and it was as easy as they said it would be.”

TREND MICRO WINS WITH INTELLIGENT RESILIENT UPDATES

Trend Micro’s update process uses a distributed, incremental approach to allow Follett to designate remote update servers and configure those systems to check with the central update server at desired intervals. “The Trend Micro update process is much more intelligent than our previous system,” explained Kerwin. Trend Micro update servers are located in each Follett site. If the Trend Micro update server detects a Follett system that has been off the network, updates are provided from the local server in the exact increment needed. If the system is off network for one day, it receives the last day’s update. If it was off for two weeks, it receives a two-week update. Compared to Follett’s former solution, the Trend Micro software generates much less traffic and does not interfere with the other transactions that depend on the WAN.

Follett then asked the Trend Micro team how they handled corrupted updates. “At first, the Trend Micro team didn’t know what we were talking about—because this just doesn’t happen with Trend Micro solutions,” said Kerwin. The reason: Trend Micro software not only detects interrupted update downloads, but it recovers seamlessly as well. When the update resumes, it starts up where it left off. Also, before an endpoint or update server downloads anything, the software automatically performs a backup. If any problem is detected during an update, the software reverts to the last known good state. Adds Kerwin: “This kind of built-in intelligence gives us confidence that we have gained a very resilient security solution for our retail environment.”

INTRODUCING IN-THE-CLOUD PROTECTION

Following the evaluation, Follett chose and deployed a multi-layered Trend Micro™ Enterprise Security solution, including:

- Trend Micro OfficeScan™ Client/Server Edition for protecting endpoints (PCs, file servers)
- Trend Micro ScanMail™ for Microsoft™ Exchange for protecting messaging servers
- Trend Micro InterScan™ Messaging Security Suite for added email protection at the gateway
- Trend Micro Premium Support for 24x7 access to Trend Micro security experts

These Trend Micro Enterprise Security solutions also help Follett with innovations to preserve its WAN bandwidth. Powered by the Trend Micro™ Smart Protection Network™, Trend Micro solutions take advantage of in-the-cloud threat intelligence to deliver immediate protection. Correlated web, email, and file reputation databases offload on-site software and minimize the reliance on traditional pattern files. The cloud-client model of Trend Micro Smart Protection Network means Follett can have up-to-date threat protection without waiting for updates to be deployed. Trend Micro’s combination of on-site software and in-the-cloud intelligence mitigates the need for large pattern file updates and thereby preserves network bandwidth while providing faster protection against new, emerging threats.

“Trend Micro’s in-the-cloud protection will be phenomenal for our retail environment,” said Kerwin. “In the past, it was a challenge to get updates out fast enough. Now, our stores can be protected from known and even unknown threats.” Trend Micro Enterprise Security ensures that there are no security holes for Follett’s IT staff to worry about. Follett also utilizes Trend Micro Premium Support, which provides a Technical Account Manager who complements and expands Follett’s in-house capabilities.

CORPORATE PROFILE

Follett Corporation River Grove, Illinois

For more than 135 years, Follett has been helping to inspire and empower those who want to learn. Today, the company generates more than \$2.5 billion in annual sales by providing universities, libraries, and schools and school districts with a wide range of educational tools and services that fuel the learning process and spark the imagination. Through the seven Follett business units, the company touches the lives of millions of students ranging from adults taking classes on college campuses and in cyberspace to grade school children surfing the Internet in their school library.

- **Industry/Vertical** Retail
- **Employees** 10,000
- **Infrastructure** 10,000 PCs (including POS); 2,000 servers; 800 stores
- www.follett.com

THE RIGHT DECISION

“A lot was at stake for our IT organization,” said Kerwin. “We felt strongly that our business could not be adequately protected if we stayed with the incumbent provider. And we certainly couldn’t risk any future impacts on credit card transactions. Switching to Trend Micro was the right move for our retail operation. Everything has worked just as Trend Micro said it would. We can’t say that very often about software vendors. The Trend Micro team has been phenomenal throughout the whole bake off and over the six months that we’ve been operating with the new solutions. We’ve had a great experience and I can’t tell you how grateful we all are.”

TREND MICRO PRODUCTS

- **Trend Micro Enterprise Security**
<http://www.trendmicro/go/enterprise>
- **Trend Micro Smart Protection Network™**
<http://www.trendmicro.com/go/SmartProtectionNetwork>
- **Trend Micro OfficeScan Client/Server Edition**
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
- **Trend Micro ScanMail for Microsoft Exchange**
<http://us.trendmicro.com/us/products/enterprise/scanmail-for-microsoft-exchange/index.html>
- **Trend Micro InterScan Messaging Security Suite**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/messaging-security/index.html>
- **Trend Micro Premium Support**
<http://us.trendmicro.com/us/products/enterprise/premium-support/index.html>



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