

Application Provider Builds in Gateway Protection

Trend Micro InterScan Web Security Virtual Appliance cost-effectively increases security without increasing complexity for IT.

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— John Fowler, IT Engineer, Serck Controls UK

EXECUTIVE SUMMARY

Customer Name: Serck Controls UK
Industry: Software and Services
Location: Coventry, England
Web Site: www.serck-controls.com
Number of Employees: 180

CHALLENGE:

- Block threats before they can impact the company or customers' operations
- Avoid management complexity
- Better educate users about safe web behaviors
- Minimize costs without sacrificing security

SOLUTION:

- Trend Micro InterScan Web Security Virtual Appliance

BUSINESS RESULTS:

- Increased protection, with threats stopped at the gateway
- 30% reduction in network bandwidth utilization
- Warning messages explain risky sites to employees without IT involvement
- Reduced administrative costs, with easy start-up and management

Challenge

The security solutions at Serck Controls UK, a leading provider of supervisory control and data acquisition (SCADA) applications and services, protect in-house digital assets as well as the operations of its customers in the utilities industry. With an increased threat from Trojans and worms, IT needed to boost security with firewalls and proxies, and eventually changed to an endpoint solution from a different vendor. Some of the changes proved fairly successful, but increased threat coverage and activity monitoring were required.

“Our customer’s depend on us to deliver secure solutions—we have to be able to control our environment and securely connect with our clients’ infrastructures so that we can monitor and manage their remote sites,” said John Fowler, IT Engineer at Serck Controls UK. “When our existing security solutions were not getting the job done and started to impact services, it was my task to look at alternatives that were also cost-effective.”

Serck Controls’ location was also challenging. The distance from the local service provider’s local exchange resulted in limited bandwidth availability. IT had to zealously guard network connections with security solutions that could provide robust protection without consuming too much bandwidth or slowing network performance.

Solution

A search was carried out to find a way to add an additional layer of security, with criteria that included content scanning as well as content caching capabilities. The budget restrictions made a gateway solution attractive, and at least eight different commercial solutions were evaluated.

A Virtual Appliance at the Gateway

“We came across the Trend Micro InterScan Web Security Virtual Appliance, and were initially attracted to the virtual appliance form factor,” said Mr. Fowler. “We were testing out a virtual environment for some internal projects, and the virtual appliance eliminated the need for the purchase of a hardware server. That was very appealing, and the virtual appliance was also very easy to configure and manage in our environment.”

After the entire evaluation process was completed, the Trend Micro solution proved to be the best choice overall. “Trend Micro InterScan Web Security Virtual Appliance has a better management interface, compared to the other solutions we evaluated,” said Mr. Fowler. “The GUI is smart, clean, similar in look-and-feel to other software environments we use, and loaded with a lot of management features. We also liked the immediate response.”

With other solutions, we had to sit and wait for changes to take effect. InterScan Web Security Virtual Appliance instantly puts into effect any changes we make to policies or group definitions. And other solutions did not give us as many security features. With the Trend Micro gateway solution, we have http, https, and ftp scanning. The overall features, ease of management, price, and alignment with our virtual environment make the InterScan Web Security Virtual Appliance the best solution for us.”

The Latest Enhancements

Recently, Serck Controls UK participated in the beta test for the newest release of the InterScan Web Security Virtual Appliance. The latest enhancements immediately impressed IT, starting with the new Deployment Wizard that made start up very easy. “From start to finish, I can get a working proxy running in less than 10 minutes with InterScan Web Security Virtual Appliance,” said Mr. Fowler. “The Deployment Wizard makes installation very quick.”

“The cache integration that has been added to InterScan Web Security Virtual Appliance is also helping us quite a lot,” said Mr. Fowler. “This feature is saving us 30% of our Internet connection bandwidth. Since we have limited bandwidth at our location, we are definitely happy to see this new feature and the resulting increase in performance.”

The new URL filtering warning mode is allowing IT to increase awareness of web security among the employees at Serck Controls UK. “In the past, we would get alerts on our management console; now we can use URL filtering warning mode of the InterScan Web Security Virtual Appliance to pop up a custom message to our users. Employees have commented that they found the messages about web site risks informative. We plan to use the new feature to tighten policies and increase enforcement without putting an extra burden on IT. Employees are also happy with the LDAP user identification enhancement—they don’t have to go through re-authentication every time they go to a web page. These kinds of new features please both the end users and IT.”

Results

Trend Micro Enterprise Security products like InterScan Web Security Virtual Appliance are powered by the Trend Micro Smart Protection Network™ infrastructure—a next-generation cloud-client innovation that combines sophisticated cloud-based reputation technology, feedback loops, and the expertise of TrendLabsSM researchers to deliver real-time protection from emerging threats.

“Since adding InterScan Web Security Virtual Appliance—what a difference!” exclaimed Mr. Fowler. “Even management has commented on the Trend Micro features and excellent reporting capabilities. With the real-time monitoring that we have with the gateway solution, we can help change employee web habits. I’m very, very confident in our security with the InterScan Web Security Virtual Appliance in place. It has proven to be quite robust, and it has given us the protection we were going after. Today, the Trend Micro gateway virtual appliance is keeping employees off of risky sites, and it is helping us avoid problems before they impact us or our customers’ businesses.”

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DEPLOYMENT ENVIRONMENT

3 sites
200 PCs and servers
Trend Micro InterScan Web Security Virtual Appliance

Company Profile

Serck Controls UK is one of the world’s largest companies involved in the design, development, and service offering for remote monitoring and control applications within the utility industries. For more than twenty years, Serck Controls UK has built new technology and applications such as RTU hardware and SCADA software, which are world class, and offer clients increased productivity, system integrity and a wide range of standard communication options. These coupled with the Serck Controls UK engineering capabilities have raised the company profile as a leading provider of water, oil and gas, power, process control and safety applications.

Trend Micro Security

- **Trend Micro InterScan Web Security Virtual Appliance**
<http://us.trendmicro.com/us/products/enterprise/inter-scan-web-security-virtual-appliance/index.html>

Trend Micro Enabling Technology

- **Trend Micro Smart Protection Network**
<http://us.trendmicro.com/us/trendwatch/core-technologies/smart-protection-network/>



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