

# Trend Micro Switches on Red Lights for Security threats at Orange Business Services

In addition to keeping eight million business users in touch, Orange Business Services provides IT and data services to 3,700 multinational customers including two-thirds of the Global Fortune 100. For any network business customer, the need for an antivirus solution is obvious, and following a rigorous selection process, Trend Micro was seen as the best choice for Orange Business Services.



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— Alexandre Rigaldo,  
Solutions Manager  
at Business Security  
Orange Business Services

Orange Business Services unites the mobile strengths of Orange, the global business communications experience of Equant, and the telecommunications capabilities of France Telecom.

Orange Business Services is the only provider to offer full life-cycle security solutions on a global basis through its unique footprint in over 220 countries and territories. Solutions cover a variety of products and services from upfront security consultancy, to real-world implementation, and ongoing management and monitoring of firewalls, URL filtering, antivirus, authentication, digital certificates, and IPSec VPNs.



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## KEY BENEFITS

- Increases security with first-line defense at the gateway
- Provides protection from multiple threats including viruses, spyware, and phishing
- Solutions that are well suited to a managed services business model

Orange security solutions use products from industry leaders in the security space and are compliant with global industry standards, audited by a third party wherever necessary. A single, clear, global service level agreement is backed by robust escalation processes, including customer service management tools, reporting, and 24 x 7 management and monitoring.

## PROVIDING COMPREHENSIVE PROTECTION FOR CUSTOMERS

For any network business customer, the need for an antivirus solution is obvious. Orange Business Services customers have been protected by Trend Micro™ VirusWall™ for the past eight years. But it became clear that these defenses needed to be reviewed and upgraded to keep ahead of the rise in more sophisticated threats of a more criminal nature, such as pharming and phishing.

## SELECTING TREND MICRO

Orange Business Services underwent a rigorous selection process to find the best solution on the market, and ensure that its customers are fully protected. Following a thorough

assessment of security vendors, Trend Micro was seen as an obvious choice for Orange Business Services. “We have received outstanding service from Trend Micro over the years, both in terms of product reliability and support. Our clients are large global businesses, who need to know that they are being protected by a well-known, leading software brand such as Trend Micro. Bringing in extra capabilities from Trend Micro, together with an excellent support network and powerful knowledge base from Trend Labs, will give us the reassurance that our business customers are fully protected,” commented Alexandre Rigaldo, business security solutions manager at Orange Business Services.

### A PLATFORM FOR MANAGED SERVICES

This led to the move to base the new Orange Business Services Managed Antivirus service on Trend Micro InterScan™ Web Security Suite and Trend Micro InterScan Messaging Security Suite, expanding the range of security features to better serve the security requirements of their customers.

As Rigaldo pointed out, “Trend Micro InterScan™ Web Security Suite and Trend Micro InterScan Messaging Security play a vital role in our first line of defense against Internet threats by filtering traffic and blocking attacks right at the gateway. We needed to address the growing issue of spyware, phishing, and virus threats, and without Trend Micro products, there would be a gap in our managed services portfolio, and an inability to protect customers from these types of threats.”

### TAILORED TO REQUIREMENTS

Orange Business Services also found that the commercial model between the two organizations complemented each other. Due to the nature of its global client base, there was a requirement for offering managed services per customer versus offering shared devices.

Trend Micro addressed this requirement by delivering solutions to allow Orange Business Services to deliver managed services tailored specifically to meet each individual client’s needs.

### VALUE-ADD SERVICES

The overall response from Orange Business Services’ client base to its managed security services portfolio has been very positive and has led to improved network security. “We have been promoting our managed security services to our customers via our account managers and client web portals and are committing more and more towards our security capabilities. This move is very welcomed by our customers who expect a network service provider to cover security. Another value-add for our customers is that they have a single point of contact for everything—a single bill for network and security services, and one point of contact for both network and security problem resolution,” said Rigaldo.

Since the deployment of Trend Micro InterScan™ Web Security Suite and Trend Micro InterScan Messaging Security, account managers at Orange feel confident in being able to offer capabilities across a wide range of network and security services. Trend Micro has helped Orange develop and roll out additional managed security services for an expanded product portfolio.

## CORPORATE PROFILE

### Orange Business Services

Orange is the key brand of France Telecom, one of the world’s leading telecommunications operators. France Telecom serves more than 170 million customers in five continents as of Dec. 31, 2007, of which two thirds are Orange customers. The Group had consolidated sales of 52.9 billion euros in 2007. As of Dec. 31, 2007, the Group had 109.6 million mobile customers and 11.6 million broadband internet (ADSL) customers

- [www.orange-business.com](http://www.orange-business.com)

## TREND MICRO PRODUCTS

- **Trend Micro™ InterScan™ Messaging Security Suite**  
<http://www.trendmicro.com/en/products/gateway/isms/evaluate/overview.htm>
- **Trend Micro™ InterScan Web Security Suite**  
<http://www.trendmicro.com/en/products/gateway/iwsa/evaluate/overview.htm>



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