

# Canadian Territory Smoothly Migrates to Newest Trend Micro™ Messaging Security Solution

Canada's Northwest Territories cover more than a million square kilometers. Thirty-two small communities rely extensively on the network infrastructure that enables critical healthcare, schools, and other government agencies and administration teams to deliver services. The IT group deploys a multi-layered security solution throughout this expansive network.



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*“The Trend Micro technology now catches the majority of spam before it even reaches our servers. When I last checked, 90% were flagged based on the reputation of the sender. The rest was caught by the other filters and scanners in InterScan™ Messaging Security Suite. This comprehensive solution has dramatically cut down on our false positive rate while giving us almost 100% success in flagging unwanted emails.”*

— Terrel Hobbs,  
Network Specialist  
Government of Northwest  
Territories, Canada

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## KEY BENEFITS

- Achieving almost 100% success rate for flagging spam and other unwanted content
- Giving users control of quarantined messages for flexible filtering
- Gaining centralized viewing, reporting, and logging for faster administrative tasks
- Rolling out new releases quickly and without disruption to users or the network

## PROTECTING A GEOGRAPHICALLY DISPERSED INFRASTRUCTURE

The IT group in the central data center manages the entire network for the Government of Northwest Territories in Canada. Many communities are remotely situated, with major roads open only part of the year. This makes the network a vital resource for the delivery of government services and education to these communities. E-mail is a high-priority communication channel, and multi-layered security based on Trend Micro enterprise products has been the solution of choice for many years. Messages are first scanned at the Internet gateway before being passed off to the domains for agencies and schools. Each of these domains includes two or three servers for e-mail processing, with loads balanced across them and fault tolerance accomplished by fail-over connections between them.



## HIGH-LEVEL PROJECT GOALS

- Protect the multi-tiered e-mail messaging servers throughout the government network
- Provide protection from viruses, spam, spyware, phishing, and other malware
- Enable centralized management of all servers from the central data center, with minimized travel to remote sites
- Introduce scanning and content filtering without taking all control away from end users

## WHY TREND MICRO?

Since the Government of Northwest Territories first began to deploy e-mail, the IT group has relied on Trend Micro security solutions for protection from attacks. “As the Internet has evolved, Trend Micro has always supported the popular e-mail platforms and applications,” explained Terrel Hobbs, network specialist for the government. “We used to use

HP OpenMail. Today we mostly deploy Microsoft™ Exchange for end-user applications and run Red Hat Linux on the e-mail gateways. Trend Micro has given us excellent solutions—like InterScan Messaging Security Suite—that suit our heterogeneous environment. We get comprehensive products with all the functionality we need in a single solution that is very well integrated and therefore easier for us to deploy and manage on an on-going basis.”

### SIMPLIFIED MANAGEMENT WITH ENHANCED CENTRALIZATION

The Government of Northwest Territories was one of the first sites to deploy the newest release of the InterScan Messaging Security Suite. The large network and multi-tiered e-mail server configuration made it an excellent test case. “Trend Micro engineers came out to personally walk through my upgrade with me,” said Hobbs. “A lot was changing in the release and I expected it to take a few days. We were done the first day and it was a very straightforward install, even with our load balancing and fault tolerant configurations. I didn’t have to change any DNS records, and it didn’t disrupt any traffic.”

The newest release gives the IT team the ability to configure InterScan scanners on one server, and automatically copy the configurations over to the rest of the servers. This feature will also save time whenever a configuration change is required, since IT can avoid having to individually edit the configuration files on each server. If a new server is added, it can automatically retrieve the information from the designated central server. Additional changes further enhance time-efficient centralized administration:

- A single view for both event tracking and reporting—One interface controls both viewing and reporting of events such as attempted attacks or out-of-date systems.
- Centralized message logging—Message logs can be viewed remotely from a central console. Particular messages can be tracked down, all mail from a designated address reviewed, and destinations or delivery verified for any messages in question. This makes it much easier for administrators to oversee traffic and investigate any problems that arise from attempted attacks or retrieving spam.

### FILTERING OUT UNWANTED E-MAILS AT THE GATEWAY

“The most significant new feature for us is the combination of E-mail Reputation and IP Profiler,” stated Hobbs. “The Trend Micro technology now catches the majority of spam before it even reaches our servers. When I last checked, we had 80,000 spam mails—74,000 or 90% were flagged based on the reputation of the sender. The rest was caught by the other filters and scanners in InterScan Messaging Security Suite. Our users are very happy with these results, especially since they can control their own white lists and accept some messages that would otherwise be filtered out if we had to make global filtering decisions. This comprehensive solution has dramatically cut down on our false positive rate while giving us almost 100% success in flagging unwanted e-mails.”

### CORPORATE PROFILE

#### Government of Northwest Territories Yellowknife, NT, Canada

Canada’s Northwest Territories covers 1.17 million square kilometers of mountains, forests, and tundra with wild, clean rivers feeding thousands of pristine lakes. Over 40,000 people live amid this rugged natural beauty. The government’s vision is to promote “self-reliant individuals and families sharing the rewards and responsibilities of healthy communities and a prosperous and unified Northwest Territories.”

- **Industry/Vertical** Government
- **Infrastructure** Approximately 4,000 government employees on desktop/laptop systems; approximately 2,500 additional users on the school system domain; e-mail systems are load-balanced across approximately 10 servers.

• [www.gov.nt.ca](http://www.gov.nt.ca)

### TREND MICRO PRODUCTS

- **Trend Micro InterScan Messaging Security Suite**  
<http://us.trendmicro.com/us/products/enterprise/intercan-messaging-security-suite/index.html>



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