

La Crosse County Government Rates Trend Micro™ the Best for Overall Security and Ease of Administration

More than 100,000 people in the county of La Crosse, Wisconsin rely on the availability and functional operation of the local government's IT infrastructure. Administration, libraries, and emergency services including police and paramedic teams use the network 24x7, and security solutions must prevent disruptions to services, protect sensitive data, and enhance the productivity of La Crosse civil servants.

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— John Parshall,
IT Director, Information
Technology Department
County of La Crosse,
Wisconsin

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KEY BENEFITS

- **Long-term track record.** Proven, stable endpoint, messaging, and gateway security have kept out viruses, spam, and web threats.
- **Continual innovations.** Security has kept up with changing threats, with more protection integrated over the years.
- **Low impact on users and IT.** Security is invisible, allowing users to get their jobs done and minimizing the time required from IT.
- **Support for compliance.** Security features help the county comply with law enforcement and healthcare industry requirements and provide proof during audits.

A PROVEN TRACK RECORD FOR STABLE SECURITY

The infrastructure support teams for the county of La Crosse, Wisconsin are long-time Trend Micro customers. Originally, after a full security audit and evaluation of leading vendors of security solutions, the county chose Trend Micro for its ability to provide protection at multiple points in the network, from the Internet gateway to the desktop. Ease of management was another reason for selecting Trend Micro. The IT team takes advantage of automatic updates to reduce the time required for administration while ensuring up-to-date protection for all users.

When a new IT director joined the La Crosse team in late 2004, Trend Micro security was still at the heart of the county's infrastructure security deployment. “There was a long list of projects waiting for me, but security was already very solid,” said John Parshall, IT director for the county of La Crosse. “Since the county deployed Trend Micro, there have been no problems from viruses, intrusions, or malicious attacks.

We've stayed with Trend Micro security because of this excellent track record. Being a government entity, we are very public and exposed to a lot of threats. Every month, we get more than 30,000 attempted intrusions, 3-million spam mails, and 1,000 viruses. Our Trend Micro security deployment has helped us meet our goals for zero penetrations, 98% spam blocking, and zero virus tolerance. We continue to evaluate security in an ongoing manner, but we stay with Trend Micro because of the solid results we get.”

SIMPLIFIED ADMINISTRATION IN A CHANGING THREAT LANDSCAPE

Over the years, the threats have shifted from predominantly viruses to a broad range of attacks that try to penetrate the network over different channels. Trend Micro has helped



the IT group at La Crosse keep up with the changes in the industry. Integrated spyware defense, spam filtering, and web threat protection have been added over the years to strengthen the levels of protection at multiple points in the network. Today, La Crosse relies on Trend Micro™ NeatSuite™ Advanced, Trend Micro's gateway-to-endpoint enterprise security suite. As part of their NeatSuite Advanced license, La Crosse uses InterScan™ Messaging Security Suite and InterScan™ Web Security Suite for gateway protection, and OfficeScan™ Client/Server Edition for desktops and Windows™ servers. For added protection from spam, the county also deploys Trend Micro Spam Prevention Solution. Trend Micro Control Manager™, also included in NeatSuite Advanced, enables centralized management for their Trend Micro products. The result is a powerful, multilayered defense system that protects the corporate network against viruses and other malicious code.

“Security used to be all about viruses, spyware, and adware,” said Parshall. “Now it's all about spam, phishing attempts, and web threats. My peers frequently ask me what I recommend to handle security in this changing environment, and I always say Trend Micro. Trend Micro is the best for overall security, and it is also the best at remaining invisible. Trend Micro solutions don't consume all of our system and network resources, and they make our jobs easier in IT. That's a big value we get from Trend Micro—being able to depend on stable operation and not letting security take up too much of our time.”

Governance has also changed for the county, as new regulations and guidelines have been introduced over the years. Law enforcement and healthcare—two very regulated areas—are both supported by the La Crosse infrastructure. Regular audits are carried out to ensure that the county is in compliance. By continuously evolving its products, Trend Micro has helped the county to meet high standards for overall security. The advancements also aid compliance with specific regulations such as HIPAA, helping keep patient health information (PHI) out of the wrong hands.

“The FBI publishes a Criminal Justice Information Systems Security Policy, and we have to comply with this policy,” explained Mike Williams, LAN server engineer in the La Crosse IT group. “Trend Micro solutions help us meet these requirements and also prove compliance during our audits. For example, the Trend Micro OfficeScan console makes it easy to show that all of our endpoints are up to date.”

THE RIGHT CHOICE

The IT group sums up its experience with Trend Micro based on two criteria: infrastructure stability and manageability. “From our experience, product stability has contributed to Trend Micro's long-term success in the security industry,” said Parshall. “It has been the right choice for the county. We don't often have to call on the Trend Micro technical support team because the solutions have worked well and the upgrades have gone smoothly. Trend Micro enterprise security has kept our infrastructure secure, helped all the users get their jobs done, and made our jobs in IT easier.”

CORPORATE PROFILE

County of La Crosse La Crosse, Wisconsin

La Crosse County in Wisconsin has a population of approximately 107,000. The county includes 18 towns, villages, and cities, with the county seat in La Crosse. The annual budget of \$141 million spans 33 major departments, institutions, agencies, and organizations. La Crosse County provides a wide range of services for citizens, including but not limited to: zoning, highways, assistance to the elderly/children/persons with disabilities, parks, environmental protection, public health, UW-Extension, and veterans' assistance. La Crosse County works cooperatively with other federal, state, and local agencies and organizations to provide programs and services for county residents.

- **Industry/Vertical** Local Government
- www.co.la-crosse.wi.us

TREND MICRO PRODUCTS

- **Trend Micro NeatSuite Advanced**
<http://us.trendmicro.com/us/products/enterprise/neatsuite//index.html>



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