

Trend Micro™ Secures Indonesia's Biggest Bank

When four state-owned banks merged, the new entity, Bank Mandiri, emerged as Indonesia's largest lender. Along with the merger, however, the bank faced the challenge of consolidating nine IT systems into a single, centralized network. In need of integrated security, the bank chose Trend Micro as its vendor-of-choice for powerful, cost-effective protection.

“We needed an integrated security system that offers a full enterprise solution, one that not only protects thousands of desktops in all of our remote branches, but also protects our servers and gateway.”

— Bambang Setiawan
Sr. Vice President & Coordinator
Bank Mandiri

Bank Mandiri has built great success on the legacy of all four banks: Bank Bumi Daya, Bank Dagang Negara, Bank Exim, and Bapindo. Today, it is one of the strongest players in the country's banking industry and handles between 1.3 to 1.6 million online transactions every day.



Since the merger, Bank Mandiri has expanded the number of branches from 650 to 909 nationwide and added branches in Hong Kong, London, Singapore, Cayman Islands, and Dili of the East Timor. Bank Mandiri has also broadened its reach by increasing the number of ATMs more than five times the original count—from 500 to 2,660—serving millions of customers in all of Indonesia's 33 provinces.

Critical Need for Reliable Protection

Before this growth could begin, the bank faced the formidable task of integrating its nine complex IT systems, including network security. As a powerful force behind Indonesia's rebound economy and a pioneer of the country's growing e-business, Bank Mandiri saw the critical need to protect vital systems and private data. Most importantly, they understood that reliable security would strengthen trust and ensure the highest satisfaction standards for its 6 millions customers.

“IT Governance of Bank Mandiri has already received scores of awards, and we continue to strive for the best solutions that will ensure our IT systems deliver value that is aligned with our business objectives,” said Bambang Setiawan, senior vice president and coordinator of information & technology of Bank Mandiri.

While honored by receiving the awards, IT managers also realize that such recognition positions the bank as a hot target of virus and other malicious code attacks.

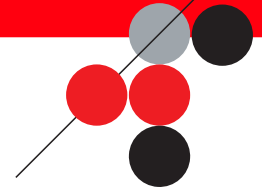
Selecting Trend Micro™ NeatSuite

With these critical security concerns, Bank Mandiri conducted extensive tests to choose the best-of-breed security. IT managers chose to deploy Trend Micro NeatSuite for protecting its Web and messaging gateway, mail servers, file servers, and desktops.

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KEY BENEFITS

- Integrates security with centralized management
- Protects finances and private financial data
- Builds customer trust and brand image
- Offers premium support to help IT staff when new threats emerge



Comprehensive Security Framework

This end-to-end security approach is based on Trend Micro Enterprise Protection Strategy, a comprehensive security framework that integrates multiple layers of products and services. Real-time threat protection guards Bank Mandiri against known and unknown threats—a key benefit, according to the IT managers. The centrally managed platform blocks viruses, worms, Trojans, spyware, spam, botnets, and phishing attacks. Seamless intraproduct collaboration enables better protection at all critical endpoints.

NeatSuite's award-winning components include InterScan™ Messaging Security Suite and InterScan™ Web Security Suite for gateway protection and ScanMail™ for Microsoft™ Exchange. For mail servers, OfficeScan™ Client/Server Edition for desktops on the network and Windows servers, plus ServerProtect™ for Novell™ NetWare™ and Linux™ servers.

All NeatSuite components are centrally managed by Trend Micro Control Manager™. The result is a powerful, multilayered defense system that protects the corporate network against viruses and other malicious code.

"Trend Micro suits our environment by providing a centrally managed solution via its Trend Micro Control Manager. We appreciate this because it is rather labor-intensive to reach out to all our branches," says Edwin Budi Satria, vice president for information and technology security department of Bank Mandiri.

According to the IT administrators, activity logs show NeatSuite has captured about 800,000 viruses every month.

Trend Micro Gold Premium Support

While satisfied with powerful malware protection, Satria stresses that the ultimate satisfaction for Bank Mandiri is Trend Micro's ability to address the weakest link in IT security system: the human factor. Recognizing the need for superior support, Bank Mandiri chose to back their security solutions with Trend Micro Gold Premium Support.

"Trend Micro is the only security vendor that is able to guarantee automated delivery of new pattern files of within hours of a virus outbreak," said Satria.

He recalled one of the most serious virus attacks on August 17, 2005, when most of the bank's 21,000 employees were on holiday commemorating the Indonesian Independence Day.

"The attacks were very quick and came in with multiple variants. But with Trend Micro support, we settled the problems within just a few hours," said Satria.

Satria believes that this kind of service is the best protection against Internet threats that could infiltrate the bank's networks. With Trend Micro security, Satria says Bank Mandiri is on target to become a dominant domestic bank in 2009 and a regional champion bank in 2010.

TREND MICRO PRODUCTS

Trend Micro™ Enterprise Protection Strategy
<http://www.trendmicro.com/en/products/eps/eps/evaluate/overview.htm>

Trend Micro™ NeatSuite
<http://www.trendmicro.com/en/products/suites/neatsuite/evaluate/overview.htm>

Trend Micro™ InterScan Messaging Security Suite
<http://www.trendmicro.com/en/products/gateway/ismss/evaluate/overview.htm>

Trend Micro™ ScanMail for Microsoft™ Exchange™
<http://www.trendmicro.com/en/products/email/smex/evaluate/overview.htm>

Trend Micro™ OfficeScan Client/Server Edition
<http://www.trendmicro.com/en/products/desktop/osce/evaluate/overview.htm>

Trend Micro™ ServerProtect for Microsoft™ Windows™/Novell™ Netware™
<http://www.trendmicro.com/en/products/file-server/sp/evaluate/overview.htm>

Trend Micro™ Control Manager
<http://www.trendmicro.com/en/products/management/tmcm/evaluate/overview.htm>

Trend Micro, Inc.

Trend Micro, Inc. is a global leader in network antivirus and Internet content security software and services, focused on helping customers prevent and minimize the impact of network viruses and mixed-threat attacks through its award-winning Trend Micro™ Enterprise Protection Strategy. Trend Micro has worldwide operations and trades stock on the Tokyo Stock Exchange and NASDAQ.

Trend Micro products are backed by timely, high-quality service from TrendLabsSM, a global network of antivirus research and support centers.

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