

# City of Edmonton eliminates vulnerabilities with comprehensive antivirus and anti-spam protection from Trend Micro

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— **Steven Allison**  
Senior Systems Analyst for  
Infrastructure Products and  
Services, City of Edmonton

Edmonton is Alberta's capital and Canada's fifth largest municipality with a population in excess of one million people. Edmonton's civic government provides services that contribute to the safety, security, and enjoyment of all its citizens. This mission is achieved by planning, developing and maintaining a variety of municipal services including roads, public transit, water and sewers, fire and police protection, and parks. Edmonton secures its operations with comprehensive multi-layer security—including anti-spam, anti-phishing, anti-hacking and anti-spyware capabilities—from Trend Micro.

## **Eliminating vulnerability**

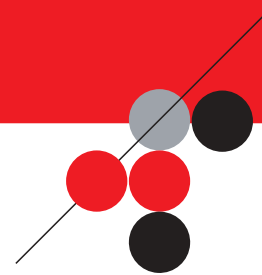
Steven Allison, Senior Systems Analyst for Infrastructure Products and Services for the City of Edmonton, recalled, “A few years ago, we had a fragmented antivirus environment with several different programs deployed on the workstations and something else on the servers. We were worried about the vulnerability of our City's IT infrastructure and needed a comprehensive security solution that could support multiple platforms.”

The City of Edmonton initiated a project to evaluate antivirus options. Allison described, “A key criterion was to find a solution with integrated, centralized management to simplify the administrative effort needed to manage security across email, central servers, firewalls, and desktops. We restricted our evaluation to the vendors in Gartner Group's 'Magic Quadrant' that were recognized for having a robust enterprise antivirus solution. We ran evaluation versions of all the software options on our own test equipment.”

## **Comprehensive heterogeneous protection**

“Trend Micro solutions were selected for ease-of-use, centralized management, and very strong support,” commented Allison. “We broke the implementation into two phases: first we had to clean up and remove our old antivirus software; and then, in phase two, roll out the Trend Micro components. Right at the end of phase one—before we had time to install any Trend Micro solutions—we were hit with the 'Love Bug' virus! It was awful. We accelerated the rollout of Trend Micro across our whole environment in just one weekend—it was frantic but very successful.”

Today, the City of Edmonton's business operations are protected with Trend Micro's integrated, multi-layer security. ScanMail™ for Microsoft™ Exchange protects its six email servers, InterScan™ Messaging Security Suite protects two gateway servers, OfficeScan™ guards 4,800 PCs, and ServerProtect™ shields 229 servers from threats. Allison noted,



"Trend Micro Control Manager™ helps us operate efficiently with centralized management and consistent deployment of security across our environment. For example, from a single workstation I can easily determine if any of our servers or desktops are on outdated versions, or if we have any vulnerabilities."

City employees handle field work such as fire threat evaluations, building inspections, tax assessments, etc., so 600 of the 4,800 clients are mobile devices and OfficeScan Client Edition immediately upgrades them to the latest version of antivirus protection when they reconnect to the City's network.

### Defense against spam too

As a government entity, the City of Edmonton is more prone to spam because many of its employees' email addresses are published to give community members open communication with officials. Allison stated, "Spam was one of the most visible irritants, with spam volumes approaching 50 percent of our total email traffic. This was a huge waste of time and resources—some clients suffered with 95 percent spam!"

He continued, "We looked at different anti-spam solutions, but we were attracted by the comprehensive coverage that we achieved from using Trend Micro's tightly integrated solutions. We implemented Trend Micro Spam Prevention Solution and were able to cut down on spam significantly, blocking somewhere close to 28,000 spam emails out of 51,000 total emails daily. We've received huge kudos from our clients and even got a write up in the local newspaper!"

### Timely Services and Support

Through Trend Micro Control Manager, the City leverages Trend Micro™ Outbreak Prevention Services, Trend Micro™ Damage Cleanup Services, and Premium Support Services. "We haven't had any huge incidents, but that's the whole point of a comprehensive security environment—it's working effectively to protect us at every layer of the infrastructure," reflected Allison.

### Automatic antivirus protection

Allison summarized, "Trend Micro's comprehensive solutions are excellent. All of our desktops and servers receive automatic hourly updates—the new pattern files are downloaded and implemented automatically across the network within a very short period of time. The support staff only get notified as needed, and that frees up time to work on critical government projects. Our decision to deploy Trend Micro's broad antivirus and anti-spam solutions has been very effective for us."

## TREND MICRO PRODUCTS

- ScanMail™ for Exchange
- OfficeScan™ Client Edition
- ServerProtect™
- InterScan™ Messaging Security Suite
  - Trend Micro Control Manager™
  - Trend Micro™ Spam Prevention Solution
  - Trend Micro™ Damage Cleanup Services
  - Trend Micro™ Outbreak Prevention Services

### 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 TrendLabs™, a global network of antivirus research and support centers.

### Trend Micro, Inc.

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