

Architecture Design Firm Deploys Trend Micro™ Solutions to Achieve Worry-Free Security While Saving Time for In-House IT

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—Josh Rosenbaum
Associate, IS Manager
Fletcher Farr Ayotte Inc.

KEY BENEFITS

- Elimination of system down time and degraded performance from attacks
- Integration of multiple defenses into a single solution that eliminates the need for add-on tools
- Enhanced productivity for users and reduced IT time for security management
- Centralized, at-a-glance status review, vulnerability assessment, and automatic reports

More Security and Less Time

In the firm of Fletcher Farr Ayotte (FFA) Inc., 30 architects and a support staff of 20 spend the majority of their workday on computers. The architecture, planning, and interior design projects for housing, commercial buildings, museums, libraries, and educational settings require the latest computer-aided design tools and solutions. When viruses or worms crash computers, or spyware slows systems, the employees are less productive. Projects can take longer and customer satisfaction can be compromised.

To combat these problems, FFA relies on a single in-house information systems (IS) expert: Josh Rosenbaum. A couple years ago, he knew the company needed a new security solution when viruses were making it through the in-place defenses. At the same time, his job responsibilities required him to be spending less time—not more—on security. Rosenbaum set out to find a solution that could get the job done while decreasing maintenance, troubleshooting, and cleanup time related to security.

High-Level Project Goals

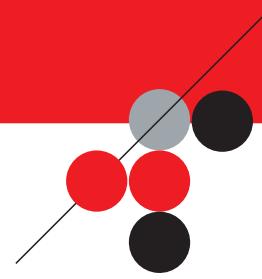
- Protect the business from viruses, worms, Trojans, and other malware
- Create a highly productive environment without performance-degrading spyware and adware
- Simplify support and administration to allow IT to focus on other projects
- Automate updates to remove reliance on individuals or IT

Why Trend Micro?

When FFA selected a replacement for its previous Symantec antivirus solution, the key selection criteria was overall protection. Based on excellent reviews in trade publications and the recommendations of its reseller, the company made the move to Trend Micro™ Client Server Messaging Security for SMB. Support—the ability to reach a person that could answer his questions—was an immediate improvement that Rosenbaum noted when he started learning about Trend Micro. Rosenbaum said, “I love how quickly I get responses. For free support, it is really impressive and very much appreciated.”

The users at FFA were not as quick to react to the change. “At first, the users were not aware of the Trend Micro deployment,” explained Rosenbaum. “But then they realized that their systems did not bog down during scans—they realized that the security solution was actually transparent and did not interfere with their work. For me, this meant less complaints and less time spent cleaning up desktops.”

Since moving the Trend Micro Client Server Messaging Security for SMB over a year ago, FFA has not had any viruses or malware break through the new software. The solution has integrated very smoothly into their environment, which includes nine Linux, Microsoft™ Small Business Server, and Netware servers.



Winning the Spyware Battle

FFA recently deployed a beta version of Trend Micro Client Server Messaging Security for SMB 3.5. Since spyware was becoming a greater concern for the company, Rosenbaum was anxious to take advantage of the new integrated anti-spyware features in the latest version. "Since productivity is such a big concern for us, I'd been using Spyware Doctor™ for Windows," said Rosenbaum. "The integrated Release 3.5 anti-spyware solution is so good—with capabilities to catch the latest rootkits and bots—that I've removed Spyware Doctor. The bundled solution is more attractive for us in terms of price, and it also saves a great deal of time for me personally. I don't have to load add-on tools on individual machines, waste time going from desk to desk doing manual scans, or stay awake at night wondering if I got everything. Anti-spyware is now totally automated and a part of our comprehensive security solution."

Simplicity with an All-in-One Solution

The all-in-one Trend Micro Client Server Messaging Security for SMB solution automates additional functions including updates and report generation for a Worry-Free Security solution. Rosenbaum relies on the console to give him at-a-glance status information and Vulnerability Assessment to confirm that systems are up to date and that security is operational on all systems. "I only spend about a half-hour a week checking on our security," said Rosenbaum. "It would be easy to forget about it, though, because I have not had any outbreaks with Trend Micro and I never have to take any action. I'm notified of any security events, but our Trend Micro solution has always handled any attempted attacks before they affect our business and I'm never required to go in and clean off remnants. My confidence level in our protection is very high with Trend Micro."

Corporate Profile

Fletcher Farr Ayotte Inc. • Portland, Oregon • www.ffadesign.com

The architects and designers at FFA work in partnership with clients establishing common goals and committing to a mutually satisfying working relationship. The firm considers a project a success when it enhances the social experience through a carefully considered interplay of time, place, and activity that enriches everyday life and contributes to a positive community identity. Whether it's incorporating the latest technology into libraries so they can meet the requirements of the information age, or designing innovative office space for growing companies so they can attract skilled employees, FFA aims to create environments where people, organizations, and companies thrive.

Industry/Vertical: Architecture and design • **Employees:** 50

TREND MICRO PRODUCTS

Trend Micro™ Client Server Messaging Security for SMB 3.5

<http://www.trendmicro.com/en/products/smb/cs-m-smb-suite/evaluate/overview.htm>

Trend Micro, Inc.

Trend Micro Incorporated is a pioneer in secure content and threat management. Founded in 1988, Trend Micro provides individuals and organizations of all sizes with award-winning security software, hardware, and services. With headquarters in Tokyo and operations in more than 30 countries, Trend Micro solutions are sold through corporate and value-added resellers and service providers worldwide. For additional information and evaluation copies of Trend Micro products and services, visit our Web site at www.trendmicro.com.

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