



Insurance Group Lowers Exposure to Malware with Trend Micro™ Enterprise Protection Strategy

Winterthur U.S. Holdings, Inc., parent company for insurers General Casualty and Unigard, relies on shared network infrastructure and IT resources. To ensure continuous network availability and mitigate any risk of attack, they've adopted the Trend Micro Enterprise Protection Strategy.

“Trend Micro Enterprise Protection Strategy reduces our vulnerability to threats by detecting malware in real time. Plus, integrating multiple layers of security across our infrastructure significantly lowers our IT costs.”

— **Tim Burke, CISSP, CISM,** Information Systems Security Manager, Winterthur U.S. Holdings, Inc., parent company of property and casualty insurers General Casualty and Unigard

KEY BENEFITS

- **Proactive, early warnings ensure protection against the latest threats.**
- **Multi-layered protection reduces overall threat exposure.**
- **Elimination of spam keeps messaging environment efficient.**

Winterthur U.S. Holdings, Inc., (WUSH) insures homes, autos and businesses across the U.S. through its operating companies General Casualty and Unigard. WUSH is a member of the Winterthur Group—a worldwide insurer headquartered in Switzerland that provides a broad range of personal, property, life, pensions and casualty insurance products.

General Casualty is an established company headquartered in Sun Prairie, Wisconsin, that writes a broad range of personal and commercial insurance products in 25 states, while Unigard, based in Bellevue, Washington, has maintained a thriving business as a trusted insurance provider in the Northwest for more than a century. Their combined business IT environment includes almost 500 Microsoft™ Windows™-based servers centrally located in two data centers, and 2,500 PCs distributed across the U.S.

Viruses Negatively Impact Customer Service

Tim Burke, CISSP, CISM, Information Systems Security Manager for WUSH, explained, "Recent natural disasters have highlighted the importance of being able to process insurance claims swiftly. If we're hit by a virus, it could significantly hamper our ability to conduct business operations and provide quality service to our customers. That's why one of my primary goals is to make sure our infrastructure is protected from viruses, worms, and spyware."

Multi-Layered Virus Protection from Trend Micro

Four years ago, the insurance companies selected Trend Micro as the vendor of choice to secure the combined business environment. They deployed Trend Micro NeatSuite™ for highly-available, multi-tiered threat protection. Among the NeatSuite component products, WUSH deployed OfficeScan™ Client/Server Edition to defend both the desktops and Microsoft Windows-based servers, and ScanMail™ for Microsoft Exchange™ to guard the mail servers.

"We have also deployed Trend Micro Spam Prevention Solution to help eliminate sorting through the hordes of junk mail. As a result, we've increased employee productivity and reduced IT workload in dealing with spam emails," said Burke. "Plus, we've deployed Trend Micro™ Damage Cleanup Services to remove spyware and malware. Since its introduction to our infrastructure we have not had a single outbreak of any spyware."



Security Vendor of Choice: Trend Micro

As part of a software review cycle, Burke recently compared his experiences with Trend Micro's virus protection to his counterparts running antivirus solutions from other vendors. He noted, "They were getting infected by worms, when our environment was not. It is clear to me that Trend Micro stays on top of the latest threats—and reacts faster—to give us protection as quickly as possible."

WUSH has the Silver level of the Trend Micro Premium Support Program, which includes a dedicated Technical Account Manager (TAM). Burke remarked, "We really appreciate the personalized service. Our TAM calls us to let us know any time there's a serious new outbreak somewhere in the world and provides specific recommendations to pre-empt an attack. That advanced warning gives us time to double check our systems and ensure we have all of the latest updates from Trend Micro."

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— Tim Burke, CISSP, CISM
Information Systems Security Manager, WUSH

Burke explained, "Trend Micro Enterprise Protection Strategy reduces our vulnerability to threats by detecting malware in real time. Plus, by integrating multiple layers of security across our infrastructure it significantly lowers IT costs. In addition to blocking viruses and worms, our integrated Trend Micro security eliminates spam, spyware, and adware. Trend Micro is customer-focused and dedicated to protecting our IT environment, as if it were its own. This shows a real understanding and commitment to our needs."

TREND MICRO PRODUCTS

Trend Micro NeatSuite
OfficeScan Client/Server Edition
ScanMail for Microsoft Exchange
Trend Micro Spam Prevention Solution
Trend Micro Damage Cleanup Services
Trend Micro Premium Support Program
—Silver level

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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