

City Integrates Trend Micro™ Appliance to Simplify Its Network and Achieve Improved Gateway Control

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— Wang Qi
Chief Engineer, IT
Hangzhou Information Center

KEY BENEFITS

- Convenience of an appliance for easy deployment and management
- Decreased costs from reduction in network equipment and simplified management
- Comprehensive protection from viruses, spam, and spyware
- Increased confidence for protection of confidential data

Securing Citizen Mailboxes

In 2003, the Hangzhou municipal government launched a public mailbox service. Linked to identification cards, the mailboxes extend the ability for individual citizens, businesses, and governmental employees to manage identification and credit and protect themselves from fraud. Linked to the city’s Web portal services, the mailboxes are part of a foundation for innovative municipal information services supporting the people in Hangzhou. Mailboxes are used to distribute information about driving violations, medical insurance, and other topics of interest that can be targeted to the appropriate individuals and businesses. To date, more than 300,000 subscribers have activated mailboxes.

“The success of this project and its continued expansion depend on the integration of security,” explained Wang Qi, the chief engineer for the Web site in Hangzhou. “We have to keep the confidence of the users in terms of protecting their confidential information and maintaining 24x7 access to critical information.”

High-Level Project Goals

- Build in security solutions that protect availability and confidentiality of information
- Ensure adequate performance of the servers and network
- Minimize the administration efforts required to keep IT costs under control
- Maximize the reliability of the overall network and systems that support the mailbox services

Why Trend Micro?

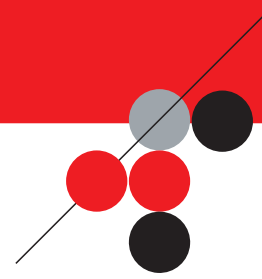
Behind the success of the citizen mailbox project is the cooperation between Hangzhou Information Center and Trend Micro. To guard against potential mail security problems such as viruses and user inconvenience from spam, the Hangzhou IT team chose to partner with Trend Micro. The initial deployment included Trend Micro™ InterScan™ Messaging Security Suite, a software solution that provides comprehensive gateway email security. The content filtering abilities have resulted in smooth operations for the service. Deployed on the SMTP external gateway for the Hangzhou Information Center, Trend Micro InterScan Messaging Security Suite prevents viruses from spreading through email and keeps inappropriate content and spam from consuming and damaging network resources.

“The Trend Micro solution has been running smoothly since we began,” said Wang. “Both the false positives and miss rates are within the acceptable levels. Hangzhou citizen mailboxes have been unaffected even when spam was rampant. No matter where spam and virus mails come from, all are filtered out by Trend Micro InterScan before they can enter our network. This has given us a calm and tranquil development for the Hangzhou citizen mailbox service.”

The Ease and Performance of an Appliance

When Trend Micro introduced an appliance version of the InterScan Messaging Security Suite solution, Wang was anxious to try it out. While the software solution had done very well, Wang recognized several benefits of the new InterScan Messaging Security Appliance:

- Improved performance—as a standalone device, the appliance has zero impact on the network servers and systems.



- Stability—built-in redundancy enhances the overall reliability and availability of the security solution.
- Ease of management—the appliance can be rapidly deployed and is easy to manage and monitor.

Initially, Wang deployed a single InterScan Messaging Security Appliance to replace one of the three previously deployed software solution servers. As Wang explained, “The Trend Micro InterScan Messaging Security Appliance gives us a very comprehensive solution with built-in spam detection, anti-phishing, and IntelliTrap technology for detecting worms and viruses. We also get more aggressive spyware control by catching it in SMTP and POP3 streams. Since deploying the appliance, we’ve had no unwanted content on our network.”

Simplified Network Structure and Increased Filtration Capabilities

The new appliance has allowed Wang to simplify the city’s network structure. Starting at the gateway—the junction between the city’s LAN and the Internet—the appliance has replaced multiple devices that were previously deployed to control viruses, spam, spyware, and other unwanted content at the entrance to the city’s network. Moreover, Trend Micro InterScan Messaging Security Appliance can be conveniently rack-mounted in the data center. The hardware design provides excellent throughput, and if higher performance is required, group mode can be adopted. This ensures uninterrupted operation for today, and the ability to expand in the future. “Within the first three months, it was clear that the Trend Micro InterScan Messaging Security Appliance had reduced our costs and our network complexity compared to an all-software solution,” said Wang.

Built-in Redundancy

The Trend Micro appliance gives Hangzhou multiple layers of protection against disruptions. Built-in hardware redundancy includes dual hard drives, power supplies with separate cords, and fans, as well as other features that guard against outages. These redundant parts also protect operations since they can be switched out or dropped in as needed without interrupting the appliance, providing continuous security. In the event of a failure, messages are cached in memory to avoid any email loss.

Ease of Management

The Hangzhou technicians take advantage of the intuitive, visual interface on the Trend Micro InterScan Messaging Security Appliance to quickly review statistics at a glance. Since the daily email traffic now exceeds more than 20,000 messages, the highly automated monitoring and ease of administration ensure that the IT team is not burdened by day-to-day security management.

“The Trend Micro messaging security has proven to benefit both our citizens and our administration team,” said Wang. “I’m confident that our network can grow and protect our citizens’ confidential communications and information, allowing us to reach out to more users over time and build on this innovative platform for our city.”

Customer Profile

Hangzhou Information Center • Hangzhou, China

The Hangzhou Information Center provides IT support and Web site management for the city of Hangzhou, China. The capital of the Zhejiang province, Hangzhou is an important tourism city. It is also a political, economic, and cultural center in the region. Located 180 kilometers from Shanghai, the Hangzhou area has a population in excess of 6 million people with more than 1.6 million living within the city. Hangzhou is one of the seven ancient Chinese capitals, with a history of more than 2200 years since it was established by the First Emperor Qing.

Industry/Vertical: Municipal government

TREND MICRO PRODUCTS

Trend Micro™ InterScan™ Messaging Security Appliance

<http://www.trendmicro.com/en/products/gateway/imsa/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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