

County Adopts Hybrid SaaS Email Security to Thwart Spammers



Trend Micro™ InterScan™ Messaging Security Virtual Appliance adds in-the-cloud Pre-Filter for resource efficiency and proactive, up-to-the-minute security.

“Hybrid protection offered by the InterScan Messaging Security Virtual Appliance represents a very cost-effective and forward-looking solution for large organizations like ours.”

— Steven Jones, Senior Systems Administrator, Dane County, Wisconsin

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EXECUTIVE SUMMARY

Customer Name: Dane County, Wisconsin
Industry: Local Government
Location: Madison, Wisconsin
Web Site: www.co.dane.wi.us
Number of Employees: 2,500

CHALLENGE:

- Proactively secure the network against increasingly sophisticated spam attacks
- Minimize gateway appliance overhead, to maximize the benefits of virtualization
- Maximize the availability of mission-critical email with a resilient security solution

SOLUTION:

- Upgrade to InterScan Messaging Security Virtual Appliance, version 8, Hybrid SaaS Email Security, stopping threats closest to their source by integrating in-the-cloud spam and malware filtering with a VMware Ready virtual appliance

BUSINESS RESULTS:

- Spam, which accounts for more than 95% of email by volume, is eliminated in the cloud, before it reaches the County's gateway
 - Minimized resource requirements (server CPU cycles and memory) for the virtual appliance, with reduced on-premise email volumes
 - Simplified management that ensures security is always up to date, with Trend Micro managing all threat detection, policies, and signatures 24x7 for the hosted service component of the solution
 - Improved availability of email security, with flexibility to configure redundancy and round-robin load balancing
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Challenge

The IT organization for Dane County, Wisconsin knows better than to become complacent with success. For many years, Trend Micro™ Enterprise Security solutions have protected city and county employees and government assets. However, the team that manages security understands that situations can quickly change. They therefore continually evaluate threat and technology trends associated with mission-critical applications such as email.

“Spammers are doing a lot to get around security,” said Steven Jones, senior systems administrator for the County. “Spam is evolving. Technology can catch the typical attempts that come in as zip files or attachments. But we are seeing more sophisticated email threats, such as embedded HTML coding that redirects the receiver to malicious sites.”

In today's economic climate, IT must also diligently look for ways to reduce operating costs. With spam volumes rising and threat techniques becoming more complex, the Dane County team was challenged to make sure its email security solutions and approaches could still protect employee productivity, safeguard vital communications, and also minimize the IT time required to deploy and manage affordable security solutions.

Solution

The Dane County IT team was pleased to learn that the newly available Trend Micro hybrid SaaS email security solution directly addressed the County's concerns about email threat trends. “We were so enthusiastic about the latest enhancements that we joined the Early Adopter Program and confidently put it right into our production environment,” said Jones. “The new Trend Micro InterScan Messaging Security Virtual Appliance adds the email Pre-Filter, in the form of a service hosted by Trend Micro. The hybrid design—an in-the-cloud hosted service and an on-premise VMware Ready virtual appliance—will increase our security with proactive spam protection in a cost-effective, very resource-efficient solution. We also found installation and management to be very simple with the new easy-to-use integrated design.”

Dane County's infrastructure takes advantage of virtualization to consolidate resources and cost-effectively deliver applications and services to 2,500 employees. “Resource utilization is an important consideration within a virtualized environment, since the idea is to allow applications to share a consolidated pool of previously under-utilized servers,” explained Jones. “If an application consumes too many CPU cycles or too much memory, you are not realizing the full benefits of virtualization. The application would just consume one of the servers. The Trend Micro hybrid SaaS virtual appliance solution for messaging security reduces on-site resource requirements, which is a big plus within our VMware environment.”

Trend Micro Enterprise Security products like the InterScan Messaging Security Virtual Appliance are powered by the Trend Micro™ Smart Protection Network™ infrastructure. This in-the-cloud security provides up-to-the-minute protection, blocking threats in real time before they reach the County's network. The hybrid SaaS email security effectively integrates the cloud technology of the Trend Micro hosted service and the Smart Protection Network. The combination eliminates upwards of 90% of all unwanted inbound mail—spam, phishing, viruses, and other unwanted email—before it hits the network.

“InterScan Messaging Security Virtual Appliance, with the SaaS component, is highly dynamic,” said Jones. “Trend Micro adjusts the Pre-Filter as needed to keep up with spam. We are confident that the dynamic hybrid approach will effectively stop spammers that could figure out ways to get through a static on-premise solution. Smart Protection Network further strengthens the hybrid SaaS solution, with email and web reputation technology, making the Trend Micro product extremely comprehensive.”

Results

As soon as Dane County migrated their email over to the new InterScan Messaging Security Virtual Appliance with the Pre-Filter, the IT team noticed the highly effective blocking of spam. “The hybrid design was introduced just in time, from our perspective,” said Jones. “It was clear that spammers were figuring out ways to get through. By adding the pre-filtering service to the virtual appliance, Trend Micro has saved a lot of work for us. It will cut down on the complaints that would have escalated along with spam, which is already more than 95% of our email, and with the integrated web reputation we've avoided risks that would have resulted from people clicking on links in malicious spam. Hybrid protection offered by the InterScan Messaging Security Virtual Appliance represents a very cost-effective and forward-looking solution for large organizations like ours.”

As a result of the efficient resource utilization of the virtual appliance, IT plans to increase the number of instances of the security solution. “InterScan Messaging Security Virtual Appliance allows us to very easily set up a parent-child redundant configuration,” said Jones. “With little or no cost, and with very low resource overhead, we can introduce load balancing across multiple instances. It only took us 10 minutes to introduce a round-robin load-balancing scheme for the gateway security application. We plan to take advantage of this to improve the availability and resilience of our email security.”

Next Steps

Dane County also plans to evaluate the email encryption features in the new InterScan Messaging Security Virtual Appliance. “Some departments are pushing us for encrypted email, and the new Trend Micro feature in the gateway security solution offers an attractive integrated alternative for this. We've been very happy with Trend Micro Enterprise Security, so we want to evaluate their email encryption solutions before anyone else's,” said Jones.

“The Trend Micro hybrid solution for messaging security reduces the on-site resource requirements, which is a big plus within our VMware environment.”

— Steven Jones, Senior Systems Administrator,
Dane County, Wisconsin

DEPLOYMENT ENVIRONMENT

27 sites
800 PCs and 1,500 Citrix thin-client terminals;
70 Citrix servers, 110 Microsoft servers
Trend Micro Enterprise Security for Endpoints
Trend Micro™ ServerProtect™ for EMC® Celerra®
Trend Micro™ ScanMail™ for Microsoft® Exchange
Trend Micro™ Control Manager
Trend Micro InterScan Messaging Security Virtual Appliance

Company Profile

The local Dane County government agencies serve more 450,000 citizens in more than 60 cities, towns, and villages. The county boasts some of the most wonderful natural resources in the United States, including pristine lakes and streams, prime farmland, and wonderful bike trails and parks.

Trend Micro Security

- **Trend Micro Enterprise Security**
<http://us.trendmicro.com/us/home/enterprise/>
- **Trend Micro Enterprise Security for Endpoints**
<http://us.trendmicro.com/us/products/enterprise/security-for-endpoints/index.html>
- **Trend Micro ScanMail for Microsoft Exchange**
<http://us.trendmicro.com/us/products/enterprise/scanmail-for-microsoft-exchange/index.html>
- **Trend Micro ServerProtect for EMC Celerra**
<http://us.trendmicro.com/us/products/enterprise/serverprotect-for-emc-celerra/index.html>
- **Trend Micro InterScan Messaging Security Virtual Appliance**
<http://us.trendmicro.com/us/products/enterprise/inter-scan-messaging-security-virtual-appliance/index.html>
- **Trend Micro Control Manager**
<http://us.trendmicro.com/us/products/enterprise/control-manager/>

Trend Micro Enabling Technology

- **Trend Micro Smart Protection Network**
<http://us.trendmicro.com/us/trendwatch/core-technologies/smart-protection-network/>



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