



# Trend Micro™ Anti-Spyware Enterprise Edition Helps Bologna, Italy, Efficiently Deliver City Services

*Almost 400,000 inhabitants of Bologna, Italy, enjoy one of the highest qualities of life among Italian cities. The city's government also stands out for its deployment of technology. It relies on the latest security solutions to protect the municipal network that delivers a broad range of services to the local citizens.*

**“Installing Trend Micro Anti-Spyware Enterprise Edition immediately reduced the number of daily calls to the Servicing Center and, more important, blocked any attempts of re-infection to avoid problems in the future.”**

— Massimo Carnevali, Manager  
Information Systems  
City of Bologna, Italy

## KEY BENEFITS

- Increased speed and availability for PCs accessible to the public
- Less calls to the help-desk due to spyware slowdowns (lower costs)
- Guaranteed threat updates including cleanup of non-guarded PCs
- Secure infrastructure from Web and messaging threats
- Availability of expert, qualified assistance

## Providing Public Access While Protecting the Network from Spyware

The Bologna Council network covers a vast area. In addition to the 600 employees that work in Bologna Town Hall (Palazzo d'Accursio), the infrastructure extends to more than 80 centers located throughout the council district. These include some very small outlying offices with no more than ten employees as well as more complex sites that include several buildings.



The Bologna Council network must support two distinct environments. The first includes an internal network that connects Town Hall administrators. The second provides access to the public from points in libraries and some of the government's Public Relations Offices. The publicly accessible network supplies some basic services (i.e., Web access). The traffic on this part of the network must be separated from the internal Town Hall traffic to protect network resources from external threats and avoid potential disruptions in services.

“Providing network access and services to the citizens is fundamental—it represents a vital point of contact between the public and the council administration. Any disruptions to service have serious repercussions on people's lives and on the citizens' opinions of their local administration,” said Massimo Carnevali, the manager of the Bologna Council Information Systems.

In addition to maintaining privacy and protection from unauthorized intrusions on the Town Hall network, the entire network requires protection from viruses and spyware, including the latest Web-based threats such as rootkits. Rootkits hide in areas of the operating system that are not commonly checked by most antivirus solutions. They can be used to cloak spyware and provide a backdoor that outsiders can use for illicit access to the network.

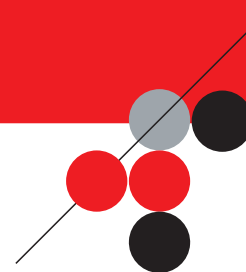
“We were very worried about the unguarded and highly frequented access points in the libraries,” Carnevali said. “We cannot impose navigation restrictions, and this means that we could be exposed to downloads of spyware and rootkits easily.”

## High-Level Project Goals

- Allow users Internet navigation capabilities (unrestricted)
- Provide comprehensive protection from desktop and Web-based threats including spyware and rootkits
- Ensure security without compromising performance or other aspects of the user experience
- Protect the internal council network from attacks that could disrupt services

## Why Trend Micro?

Up until the middle of 2006, Bologna Council had been using a very well-known antivirus and anti-spyware solution. Carnevali explained, “We were looking for a more integrated solution that could be centrally controlled—with the ability to support remote sites—without having to modify the existing infrastructure.”



With growing dissatisfaction with the previous solution, the Council initiated a market analysis. The council members responsible for security met with the leading producers of antivirus and anti-spyware software, evaluating the final product specifications and also receiving information about the following attributes:

- Scalability
- Integration of the various components and products
- Enterprise-level operations and capabilities
- Quality of support available

“Trend Micro offered us a solution that was less complicated than the others,” said Carnevali. “From a technical point of view, it was the speed and simplicity of installation, and we had a good impression of Trend Micro’s overall approach. It was also very important to us to work with a reliable partner—the first-class qualifications and assistance we received from our local Trend Micro team put us completely at ease.”

The Council chose to deploy Trend Micro™ Client/Server Suite together with Trend Micro™ Anti-Spyware Enterprise Edition to protect its desktop environment from a wide variety of threats. The suite includes integrated products—Trend Micro OfficeScan™ and ServerProtect™—that can be remotely configured and managed to create the right mix of security and performance for any organization. Trend Micro Control Manager™ was chosen as the single console for the network-wide solution for centralized management of local and remote PCs and laptops.

### Freeing Up Network and System Resources

“Installing Trend Micro Anti-Spyware Enterprise Edition immediately reduced the number of daily calls to the Servicing Center and, more important, blocked any attempts of re-infection to avoid problems in the future,” said Carnevali. Trend Micro Anti-Spyware Enterprise Edition stops spyware and rootkits from installing by actively monitoring file downloads. It uses a highly efficient spyware database, heuristic rule set, and specialized rootkit detection module to scan and clean clients accurately.

The Trend Micro solution also minimizes the impact on systems. The real-time protection of Trend Micro Anti-Spyware Enterprise Edition, along with the automatic updates of Client/Server Suite, has helped to reduce peak loads on the systems and networks. Prior to the deployment, the already strained network suffered degradations due to infected systems that slowed traffic. Updates are carried out automatically to keep systems current without imposing overhead on the staff.

“We are waiting for an optical fiber MAN structure that will be installed during the course of 2007 and which will improve the quality of distributed services and centralize some of the functions,” concluded Carnevali. “With Trend Micro’s solutions, we will be able to concentrate all our energy on this project without having to worry about security.”

### Customer Profile

#### Bologna, Italy

Bologna is the capital city of the Emilia-Romagna region in northern Italy. An important trade center, Bologna is home to more than 400,000 people with an outlying metropolitan area that includes another 1,000,000 citizens. The city’s historical and cultural significance make it a popular destination in Europe, and the city hosts many international exhibitions and events.

**Industry/Vertical:** Municipal Government • **Employees:** Approximately 3,600 licensed PC users of the network • **Infrastructure:** Central site plus approximately 80 remote offices and centers

## TREND MICRO PRODUCTS

### Trend Micro™ Anti-Spyware Enterprise Edition™

<http://www.trendmicro.com/en/products/desktop/tm-asee/evaluate/overview.htm>

### Trend Micro™ Client/Server Suite™

<http://www.trendmicro.com/en/products/suites/c-s-suite/evaluate/overview.htm>

### Trend Micro™ Control Manager™

<http://www.trendmicro.com/en/products/management/tmcm/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](http://www.trendmicro.com).

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