



CASE STUDY 44
FOR YAMAHA CORPORATION

PRODUCT
TREND MICRO™ INTERSCAN VIRUSWALL™ AND
eMANAGER™

JANUARY 2000

Yamaha Eliminates Spam and Viruses at the Internet Gateway

Tim Love was tired of the constant manual labor involved in maintaining his company's antivirus protection. As System Network Administrator for Yamaha Corporation of America, he needed antivirus software that would automatically clean viruses and block spam email at the Internet gateway and provide reports afterwards about what happened.

Since Yamaha has over fifteen remote locations in the continental US totaling 900 local and 250 remote users, Tim needed an antivirus, anti-spam solution that would allow him to monitor malicious code activity across his entire network — regardless of which location any infected computer might be at — or what operating systems his computers might be running.

"I wanted antivirus software with an HTML front end so that I could manage our entire network from either home or from my desktop at work. It really needed to be NT-based because we have NT running across our network including on our Internet gateway. I also wanted a solution that could provide automatic virus updates and that would notify the administrator when viruses or spam attempt to infiltrate our network. Trend Micro™ InterScan VirusWall™, and eManager™ fit the bill perfectly. Both InterScan VirusWall and eManager's HTML interface runs on NT and together solve our spam and virus problems at the Internet gateway.

"Trend Micro's virus and spam lists are current since they are updated on at least at a weekly basis at their website. InterScan informs me about all viruses found and cleaned — and about all spam email that has been blocked at our Internet gateway. Before installing VirusWall and eManager, Yamaha had no enterprise-wide software for anti-spamming or virus control.

"Due to the excessive amount of spam email we were receiving, we used to have frequent email system crashes. Before we found InterScan, we had no effective tool for blocking spam email. It had been labor-intensive to manually eliminate spam. Whenever we were spammed, I would have to go and set rules by hand to block specific spammer's addresses.

"Trend Micro eManager worked out very well for us, thanks to its domain-name based anti-spamming capability which has allowed us to block most spam from entering our network through our Internet gateway. We had previously been used as a relay site by Internet spammers — eManager helped to drastically reduce this. Now we can easily determine the domain names we want to receive email from. This has put a stop to spam email at Yamaha.

"The VirusWall does exactly what it is supposed to do. It catches viruses before they get into our network. Then it notifies the sender as well as the receiver about discovered viruses. The nice part is that the sender is notified. I have had phone calls from people thanking us, because they didn't know their systems were infected. VirusWall eliminated most every virus trying to enter Yamaha's network via the Internet. We recently ran some network performance statistics which revealed that VirusWall is stopping around 200 viruses a month from entering our network. At the desktop level, we have only encountered about two viruses a month. These viruses are coming through floppy disks—not through the Internet."

— Tim Love
System Network Administrator,
Yamaha Corp

www.trendmicro.com

Yamaha Eliminates Spam and Viruses

We catch most spam at our Internet gateway — and eManager automatically deletes it and notifies us of its action.”

Tim was very pleased with eManager’s ability to scan for spam email based on inappropriate keywords in addition to known spammers’ email addresses. Spammers are known to change their originating email addresses when they are finally discovered — but eManager looks for keywords within spam. While scanning an email, if eManager finds phone numbers and URLs that match those used in previous spam messages, it blocks that email. Since it is not as easy to change phone numbers and URLs in spam as it is to change originating email addresses, eManager’s scanning technique for spam is extremely effective.

“We used to get quite a bit of unsolicited pornography spam email. When we put eManager in place, it stopped this spam right at our front door, at our Internet gateway — never again to make it into our network. People notice this change and ask us about how we were able to stop this spam email. Our answer to them was, ‘Trend Micro InterScan eManager took care of it.’”

Tim also had big problems with viruses infiltrating Yamaha’s network through their Internet gateway.

“We are still using another company’s antivirus software at the desktop level. Before adding VirusWall that was all the antivirus we had. We didn’t have any virus protection at our Internet gateway where many viruses were entering our network. We used to receive an average of 200 to 300 viruses a month through the Internet. Removing the viruses was a tedious process because our client team would have to go to each and every desktop to make sure all the virus protection at each desktop was updated. Sometimes people would even disable the virus scanning software at their desktop, so they would still get infected and would start passing viruses around. It was very hit-and-miss relying on desktop protection alone.”

Then things at Yamaha changed tremendously with InterScan VirusWall. Tim believes that many corporations still do not have corporate-wide virus protection at the Internet gateway. He continues to be surprised by the amount of viruses Yamaha receives from other companies.

“I am amazed by the number of viruses we receive via email from larger corporations. If it wasn’t for Trend Micro InterScan VirusWall, these viruses would be floating around our networks. These companies really should have virus protection at their corporate Internet gateway level. My guess is that they are probably relying on desktop software only like we used to.”

TREND MICRO'S CORPORATE HEADQUARTERS IS LOCATED IN TOKYO, JAPAN, WITH BUSINESS UNITS IN NORTH AND SOUTH AMERICA, EUROPE, ASIA, AND AUSTRALIA. FOR MORE INFORMATION PLEASE VISIT: WWW.TRENDMICRO.COM.

THE ADVANTAGES OF TREND MICRO

- **Global Innovation:** Trend Micro has been a pioneer in the antivirus software market since 1988, developing innovative strategies to protect information as new computing standards are adopted around the world
- **Server Market Leadership:** With the leading market share at the Internet gateway, Trend Micro is the global leader in server-based antivirus software (IDC Report: Antivirus Software 2002: A Segmentation of Market)
- **Flexible, Best-of-Breed Technologies:** Trend Micro antivirus products and services are designed to integrate seamlessly with leading firewalls, intrusion detection systems, and other best-of-breed solutions for the complete enterprise strategy
- **Services and Support:** Trend Micro products and services are backed by TrendLabs, a global network of antivirus research and support centers. TrendLabs monitors potential security threats worldwide 24x7 and develops the means to identify, detect, and eliminate new viruses

TREND MICRO INCORPORATED

10101 N. De Anza Blvd.
Cupertino, CA, 95014, USA
toll free: +1-800-228-5651
phone: +1-408-257-1500
fax: +1-408-257-2003

www.trendmicro.com