

Evaluation of Enterprise-Class Solutions Leads to the Selection of Trend Micro™ NeatSuite™

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“We did a complete evaluation of competitors’ products and Trend Micro. We downloaded trial software onto servers and did side-by-side comparisons. The difference was night and day, with Trend Micro™ NeatSuite™ winning hands down.”

—Wayne Freeman, CISSP
IT Operations Manager
CCS Income Trust
Calgary, Alberta

Maintaining a Secure Global Infrastructure

CCS Income Trust provides technology and services to the world's largest operations. Maintaining its reputation for handling global-impact projects requires the support of a robust infrastructure. But security technology vendors have not all met these high standards for products and service. With the recent acquisition of Hazco, the company decided that it was time for a new comprehensive security solution to protect the Internet gateway, mail servers, file servers, and desktops from viruses, Trojans, worms, spyware, and other threats. A few months before its software security contracts were coming up for renewal last year, CCS conducted a comprehensive evaluation of security solutions.



“We were not happy with our previous antivirus solution for several reasons, and we were particularly disappointed with the level of support we had received,” explained Wayne Freeman, IT Operations Manager at CCS. “We had one occasion when we found out that updates were not being pushed out to clients due to an agent issue. If we hadn’t managed to fix the problem ourselves, we could have been very vulnerable. It was particularly alarming to realize that a security company may not notify customers of a problem of this nature, and worse yet, leave us in a dire predicament when we most needed their assistance.”

CCS wanted to eliminate the problems they had experienced with past security solutions, namely, that they were intrusive to the infrastructure, increasingly resource-intensive, and expensive relative to functionality gained. Support was at the top of CCS’ list of additional requirements for the security platform, followed by ease of management for all systems, including those located remotely.

KEY BENEFITS

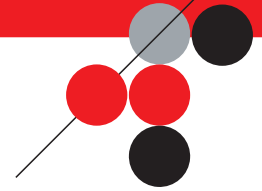
- Protection from a broad range of threats at multiple points in the network
- Enterprise-class design and real-time infrastructure control and monitoring
- Automatic updates for globally distributed systems and mobile platforms
- Industry-leading support required for continuous operations

Due Diligence: Finding the Best Enterprise Solution

Enterprise solutions from Trend Micro, Symantec, McAfee, and others were evaluated against the list of requirements. Symantec was disqualified for its cumbersome administration console, which the CCS team found to be difficult to use and difficult to remove. The final evaluation came down to Trend Micro and McAfee, with CCS’ software reseller strongly recommending the Trend Micro™ NeatSuite™ solution.

NeatSuite is a comprehensive enterprise antivirus and content security suite designed to provide threat protection at virtually every point in the network—from desktops, mail servers, and file servers to the Internet gateway. Products included in the suite protect the entire organization from viruses, spyware, and other malicious code, as well as offering content filtering of messaging traffic and anti-spam protection for mail servers.

“We did a complete evaluation of the latest products from McAfee and Trend Micro,” said Freeman. The difference was night and day, with Trend Micro winning hands down. The load tests especially highlighted Trend Micro’s strength, showing it to be very unobtrusive.”



Freeman listed the other winning Trend Micro features, including:

- Control Manager™ and its ability to truly control remote clients
- Frequency of updates and new patterns
- Ease of management
- Spyware protection
- Control of client firewalls

The Final Selection: Trend Micro NeatSuite

As a highly integrated suite of products, NeatSuite offered CCS OfficeScan™ for desktop protection, ScanMail™ Suite for Microsoft™ Exchange to protect email servers and the Web-based Control Manager™ console to set coordinated security policies and deploy automatic updates on every client and server.

“Trend Micro NeatSuite gives us the ability to easily integrate multiple layers of protection within a manageable framework,” explained Freeman. More importantly, we have planned to take advantage of the Cisco [Network Admission Control] NAC framework. Trend Micro uses Cisco Trust Agent technology. It’s this type of capability that proved to me that Trend Micro understands the enterprise market and provides truly enterprise-class solutions.”

CCS complements NeatSuite with Trend Micro™ Damage Cleanup Services™ and Trend Micro™ Outbreak Prevention Services™ for advanced spyware cleanup and comprehensive outbreak prevention capabilities.

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— Wayne Freeman, CISSP, IT Operations Manager, CCS Income Trust

Support for Every Phase of the Lifecycle

“Trend Micro has given us a level of support that we never expected,” said Freeman. “In a time when most companies have taken a ‘figure it out yourself’ attitude, Trend Micro gives us close up, one-on-one, ‘call me anytime’ type of support. It’s been like night and day compared to our past experience.”

Trend Micro’s commitment to the enterprise has convinced CCS that its security solutions will continue to align with CCS’ requirements into the future. Freeman summarized, “Our infrastructure is much better protected today with Trend Micro NeatSuite, and it’s also given us a higher level of real-time control. I can lock down ports anywhere with a click of the mouse. This ability to be reactive when necessary—and proactive all the time—gives me peace of mind that we are moving forward with leading technology.”

Corporate Profile

CCS Income Trust • Calgary, Alberta, Canada • www.ccsincometrust.com

CCS Income Trust provides premium, integrated energy and environmental waste management services to some of the world’s biggest companies. Based in Western Canada, CCS Income Trust is ranked #5 in the Top 20 Canadian Public Oil & Gas Service Companies (by Market capitalization), CCS’ divisions are positioned to deliver both opportunity-driven services and long-term unit holder value. Focused on disciplined growth, CCS maintains its long-term comprehensive commitment to environmental stewardship by continually setting—and raising—industry standards.

Industry/Vertical: Environmental/Oil & Gas • **Annual Revenue:** \$938 million (2005)

TREND MICRO PRODUCTS

Trend Micro™ NeatSuite™

<http://www.trendmicro.com/en/products/suites/neatsuite/evaluate/overview.htm>

Trend Micro™ Outbreak Prevention Services™

<http://www.trendmicro.com/en/products/eps/services/overview.htm#ops>

Trend Micro™ Damage Cleanup Services™

<http://www.trendmicro.com/en/products/eps/services/overview.htm#dcs>

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 visit our Web site at www.trendmicro.com.

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