



CASE STUDY 42
FOR TEXAS INSTRUMENTS

PRODUCT
TREND MICRO™ INTERSCAN VIRUSWALL™

DECEMBER 2000

Mission-Critical Communications Virus-Free at Texas Instruments

Texas Instruments is the world leader in digital signal processing and analog technologies, the semiconductor engines of the Internet age. The ability to maintain ongoing worldwide communications has been one of the keys to TI's success. Email keeps 38,000 TI employees in Europe, Asia, Japan and the Americas in touch with each other and with customers around the world. For TI, virus-free communication is vital.

Evan Miller is Internet Email Services Manager at Texas Instruments. His job is making sure email is 99.99% available to TI's employees and keeping mission-critical email communications 100% virus-free. "Clearly, the best place for an anti-virus strategy in an enterprise is at the infrastructure level, because you can implement and update it quickly," Evan noted. "The desktop is truly your last line of defense, and that is a key difference among antivirus vendors."

TI chose Trend Micro™ InterScan VirusWall™ for UNIX to keep the disruptions to a minimum. InterScan Virus Wall provides high-performance three-in-one Internet gateway protection against viruses and malicious code. "Since we installed Trend Micro, we've seen a dramatic drop in virus incidents," he says. "Previously, virus events happened because we couldn't update our desktop scan engines rapidly enough – like we can with Trend Micro products."

Trend Micro's strong technical support for product deployment and maintenance were important facts in TI's decision to go with Trend Micro. An important plus was Trend Micro's proven ability to stay on top of virus outbreaks, identify virus patterns and get the word to its customers quickly.

EMAIL DISRUPTIONS UNACCEPTABLE AT TI

"Uninterrupted Internet email delivery at TI means stopping email viruses from passing through the enterprise boundary gateways," Evan explains. This point hit home when the Melissa virus appeared in March 1999. "After that, we immediately bought the only product at the time that worked with Sendmail on Solaris platforms – Trend Micro InterScan Virus Wall." Evan explains that, "We got the demo, tried it out and quickly leveraged its web administration interface and automatic virus pattern file updates."

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— Evan Miller
Internet Email Services Manager,
Texas Instruments

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Mission-Critical Communications

TREND MICRO FIRST WITH A LOVEBUG SOLUTION

A classic example of the antivirus enterprise and response time lead Trend Micro has was demonstrated during the LOVEBUG outbreak early in 2000. "While other companies' email systems had to be taken down to avoid infection, Trend allowed us to stop the virus with a new pattern file and kept the system up," Evan said. "Trend Micro is consistently first with the latest virus pattern files – especially when a new, fast-spreading virus hits." In the future, TI will be employing VirusWall not only at the Internet boundary, but also on servers worldwide to scan all mail that leaves Internet mail clients.

"That way we'll completely eliminate internal virus propagation," Evan explained. In addition to the 700,000 messages that move in and out of TI daily, TI wants to ensure each of the additional 1.3 million messages moving between post offices are clean and don't propagate viruses. "Though we don't regulate employee content access, we do block .vbs and other obscure file types that are common carriers of viruses," Evan explained. Because of the potential damage this mobile code can cause and because TI has not found a compelling use for many obscure file types such as .vbs, they can stop the files of these types and don't have to worry about a pattern file update.

SCANMAIL™ eMANAGER™ MEETS TI'S NEEDS

Trend Micro was able to meet TI's specific requirements for an infrastructure-based antivirus system and added the ScanMail eManager content filtering plug-in as an extra level of protection. With eManager, TI is able to set up email blocks to stop new viruses during the short time it takes Trend Micro to provide a new pattern. "Between eManager and Trend Micro's quick virus pattern updates, Trend Micro helps keep virus outbreaks from interfering with our business communications," Evan concluded. "And that's critical today, when design and production cycles are collapsing, and you need to be hitting on all cylinders all the time to keep your competitive edge."

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

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