Switching to Trend Micro Boosts City's Security

City of Fresno chooses Trend Micro™ Enterprise Security, including gateway virtual appliance, to block web threats and more.

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>
> — **Carolyn Hogg, Chief Information Officer,** City of Fresno, California

EXECUTIVE SUMMARY

Customer Name: City of Fresno
Industry: Local Government
Location: Fresno, California
Web Site: www.fresno.gov
Number of Employees: 4,500

CHALLENGE:

• Too many threats making it to the desktops
• IT spending too much time on security issues and solutions
• Extend protection to remote sites with limited connectivity
• Protect sensitive credit card information for PCI compliance

SOLUTION:

• Trend Micro Enterprise Security including endpoint, messaging, web solutions, and protection for VMware virtualized environment
• In-the-cloud protection with the Trend Micro™ Smart Protection Network™ infrastructure

BUSINESS RESULTS:

• More threats stopped at the gateway before they can impact systems and the network
• Less security processing done on client systems (improved performance)
• Less IT time required to administrate security
• Strengthened security on systems that handle credit card transactions

Challenge

Besides supporting the city's main administrative offices, the network and computers for the City of Fresno are vital for critical services from the police and fire departments. A few years ago, when a lot of spyware and viruses were making it onto desktop systems, IT realized that the in-place security solutions were not doing their job. Administration was also increasingly difficult and time-consuming.

While diagnosing the problem, IT found that many of the threats originated on websites and first tried another web security product. Unfortunately, this product not only failed to stop the threats but also increased the complexity of managing yet another security product. At this point, the City evaluated several products from leading security vendors. Web security was the major requirement, but there were other constraints. "Our situation was especially challenging since we have many remote sites, where network bandwidth is limited," said Jeremy Mello, network systems specialist for the City of Fresno. "Cost is always a big factor. We are a local government with limited resources and restricted budgets. We need a solution that can affordably extend protection to all of the remote sites as well as both of our main Internet gateways."

Since the City is in the process of implementing online credit card payments, compliance with Payment Card Industry (PCI) and other applicable regulations was also taken into consideration during the evaluation process.

Solution

"We evaluated several alternatives and found that Trend Micro Enterprise Security does everything we want it to do—we are happy that we switched to Trend Micro," said Mello.

A combination of endpoint, messaging, and web security solutions will let the City build in multiple layers of protection from the latest threats. Trend Micro Enterprise Security products and services are powered by the Trend Micro Smart Protection Network infrastructure—a next-generation cloud-client innovation that combines sophisticated cloud-based reputation technology, feedback loops, and the expertise of TrendLabs[SM] researchers to deliver real-time protection from emerging threats.

"The introduction of Trend Micro Enterprise Security will definitely be a big improvement for us," said Mello. "Smart Protection Network takes a lot of security overhead off of our PCs and servers. With our previous security solutions, and their large pattern files and updates, that was a big problem and one of the main things that led to our choice to change vendors. Trend Micro's in-the-cloud security helps a lot, and with the latest release we can introduce a local cloud capability. Rather than all clients querying Trend Micro threat intelligence in the cloud, we can designate a Smart Protection server on premise to mirror that intelligence

and support local clients. We can deploy as many of the Smart Protection servers as we need—this is a very scalable solution for us, and it doesn't compromise bandwidth efficiency for our Internet connections either."

The City is also introducing another Trend Micro Enterprise Security solution, Trend Micro™ InterScan™ Web Security Virtual Appliance, to increase protection from web threats.

"InterScan Web Security Virtual Appliance is an effective way to meet a major security objective—to stop web threats and to prevent the spread of threats in our network," said Mello. "With an integrated cache, InterScan Web Security Virtual Appliance will also increase performance and give our users better web experiences. This new feature reduces processing on desktops, and doesn't take up any resources on those systems it protects."

During its testing of the newest version of InterScan Web Security Virtual Appliance, IT identified many of its features that will further strengthen the City's overall web security. "URL Filtering Warning Mode will help me automate some functions and minimize IT involvement, and the Deployment Wizard also helps me streamline setup," said Mello. "These and other InterScan Web Security Virtual Appliance enhancements—like the LDAP user identification enhancement—are really going to help us a lot."

Results

The introduction of Trend Micro Enterprise Security solutions is helping the City of Fresno become more secure while simultaneously reducing complexity. "I feel good that we have managed to avoid being hit by security issues that have affected other organizations," said Bryon Horn, Information Services Manager for the City of Fresno. "I have a high level of confidence in Trend Micro as a solution for our City."

Carolyn Hogg, chief information officer for the City of Fresno, added, "Any downtime is costly to an organization and when it's a result of malicious attempts by outsiders, it is even more disturbing. Choosing Trend Micro as our security solution has brought a heightened sense of system protection, allowing the City of Fresno to stay focused on the business at hand."

The new solutions will also help the City with compliance efforts. "Trend Micro Enterprise Security gives us the features we need to lockdown machines that handle credit card transactions, and content filtering will help us limit data leakage," explained Mello. "These capabilities, and monitoring and reporting functions, will help us enforce policies and demonstrate compliance."

The InterScan Web Security Virtual Appliance release gives the City the ability to stop more threats at the gateway and to simplify administration and management at this critical point in the network. Mello said, "InterScan Web Security Virtual Appliance makes it easier to introduce automated protection, and with the features in the new release, I can eliminate another gateway solution that previously took up 10% of my time. InterScan Web Security Virtual Appliance also helps us conserve bandwidth, which is a concern at remote sites where connectivity is limited. The more we can reduce traffic, the better."

With the multilayered enterprise solution in place, the City of Fresno is improving its position in terms of compliance and has helped IT and end users. "Trend Micro gives us an excellent enterprise solution—it works," said Mello.

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— Bryon Horn, Information Services Manager
City of Fresno, California

DEPLOYMENT ENVIRONMENT

1 main site; 30 remote sites (police and fire stations)

3,000 PCs

200 servers

Trend Micro Enterprise Security for Endpoints

Trend Micro ScanMail for Microsoft Exchange

Trend Micro InterScan Web Security Virtual Appliance

Company Profile

Fresno, recognized as an All American City in 2000, is a full-service charter city operating under a strong mayor form of government. There are seven Council Members and an appointed city Attorney and City Clerk. The City Manager, who is appointed by the Mayor, is responsible for appointing all other department heads in 13 different departments including General Services, Police, Airports, Fire, Parks, Transportation, and Public Utilities. The City operates two airports (Fresno Yosemite International services most major cities), a bus system, and water, wastewater and solid waste utilities.

Trend Micro Security

• **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 InterScan Web Security Virtual Appliance**
http://us.trendmicro.com/us/products/enterprise/interscan-web-security-virtual-appliance/index.html

Trend Micro Enabling Technology

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

www.trendmicro.com