

Bringing Stronger, Leaner Security to the Classroom

Introducing Trend Micro™ Enterprise Security reduces costs with better protection and increased computer performance for K12 schools.

“With Trend Micro Enterprise Security, we have saved hundreds of hours because updates install smoothly.”

— Mark A. Williams, Network Manager, Walled Lake Consolidated School District

EXECUTIVE SUMMARY

Customer Name: Walled Lake Consolidated School District

Industry: K12 Education

Location: Walled Lake, Michigan

Web Site: www.wlcsd.org

Number of Employees: 2,000

CHALLENGE:

- Curb the escalating number of virus and malware infections
- Keep security as invisible as possible, from the users' perspective, to keep students focused on learning
- Streamline the update process to save IT staff time and to get updates distributed as quickly as possible after release
- Reduce costs associated with malware issues and endpoint security performance

SOLUTION:

- Switch to Trend Micro™ Enterprise Security for Endpoints and Mail Servers
- Require Trend Micro security on student-owned laptops that connect to campus networks

BUSINESS RESULTS:

- Extremely smooth transition from previous solution to Trend Micro Enterprise Security
- Increased user awareness about risky websites, and improved web behaviors
- Reduced infection rates, saving hundreds of hours for the IT staff (first year)
- Reduced security footprint, with improved endpoint performance reported by users
- Improved visibility of security status, with consistent protection on all systems

Challenge

Within the Walled Lake Consolidated School District, technology is viewed as an essential part of the curriculum. The District demonstrates a strong commitment to technology integration within the classroom, operations, and community relations.

Within the District Technology Plan for 2009-2012, William Hamilton, Superintendent of Walled Lake Consolidated Schools notes, “We are extremely fortunate the Board of Education and the community support our use of technology as a learning tool. It allows us to make sure that students are prepared for the competitive market they will enter after graduation.”

Last year, escalating virus and malware infection rates threatened the technology foundations within the district. “So much of our curriculum is wrapped up in technology,” explained Mark Williams, network manager for Walled Lake Consolidated School District. “If viruses or malware impact a computer, students can’t absorb the topic or get their work done.”

The technology team decided to evaluate security alternatives before renewing licenses for the existing solution. “The latest versions of our Symantec security software were letting through a lot of threats, and status reporting was terrible,” said Williams. “Updates were also a nightmare—new service packs often required re-installing the products. The solution was just not working for us.”

Solution

An evaluation of security solutions led to a switch to Trend Micro Enterprise Security for Endpoints and Mail Servers. It features Trend Micro™ OfficeScan™ for desktops and laptops, and Trend Micro™ ScanMail™ Suite for Microsoft® Exchange for mail servers. The suite also includes Trend Micro™ Control Manager™, for a unified management interface and consolidated reporting.

Powered by the Trend Micro™ Smart Protection Network™ infrastructure, the new security solutions deliver advanced protection from the cloud. Threats are blocked in real time, before they reach the schools' networks and computers.

“Before working for the district, I had experience with Trend Micro OfficeScan—it’s a great product,” said Williams. “Last year, when we reviewed our choices, Trend Micro impressed us the most.”

“We made the switch to Enterprise Security for Endpoints and Mail Servers for all 7,000 of our computers, including 1,500 to 2,000 student-owned laptops. It has worked out great. It gives us all of the protection features we need.”

Smaller Endpoint Footprint

The District started a laptop program in 1999, and today, much of the curriculum relies on classroom computers. Students can purchase their own laptops, but must follow District guidelines for selecting equipment that will be connected to campus networks.

“The goal is for maximum up-time—computers must work as expected and security should not interfere with the learning process and classroom work,” said Williams. “Switching to Trend Micro has helped us meet our goals. Trend Micro OfficeScan has a smaller endpoint footprint than the other solutions we evaluated. Since switching we received lots of feedback from users that computers are running faster.”

Williams also mentioned, “Previously, with Symantec, security updates slowed things significantly. When a security scan took place, the whole computer would come to a crawl. With OfficeScan, users don’t even know its running. Performance has been remarkable. The increased performance has the potential to extend the lives of our PCs and this can lead to real cost savings.”

Mail Server Security

Last summer the District deployed ScanMail Suite for Microsoft Exchange, which is also included with Enterprise Security for Endpoints and Mail Servers. “We were hesitant to change our email server security, but ScanMail installed fine,” said Williams. “We are happy to finally have protection integrated into our mail storage system—ScanMail Suite for Microsoft Exchange gives us peace of mind.”

Results

Since switching to Trend Micro Enterprise Security for Endpoints and Mail Servers, users are very happy with the improved computer performance and both users and the IT team appreciate that there are many fewer infections. “It is a fact that the Smart Protection Network has improved our protection,” said Williams. “It prevents infections significantly better than our previous security solution.

“While having fewer infections has saved time for the technology staff, even more important has been the time savings for updates. With Symantec, updates didn’t go well and the required reinstalls of the product were a huge time sink. With Trend Micro Enterprise Security, we have saved hundreds of hours because updates install smoothly. This amounts to a huge cost savings.”

The technology team also enjoys the simplified management of the new Trend Micro solution. Control Manager keeps them well informed about the status of security. “We want to make sure that we don’t have computers spreading viruses on our campuses,” said Williams. “Security is only good if you have control. With Trend Micro Enterprise Security on all of our computers as well as student-owned laptops, we now have visibility and control and can intervene right away if any security issues come up. We can see the real-time status, and we get automatic notifications. Enterprise Security has handled the threats and we haven’t had the spread of any infections within buildings or the whole District.

“Our Trend Micro solutions run beautifully. There is no maintenance on the backend at all, and maintaining security as a whole is so straightforward. There is not a whole lot to do. We are very, very happy with Trend Micro.”

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— Mark A. Williams, Network Manager, Walled Lake Consolidated School District

DEPLOYMENT ENVIRONMENT

Deployment Environment

21 schools and 2 education centers

7,000 PCs including student-owned laptops

60 servers

Trend Micro Enterprise Security for Endpoints and Mail Servers

Company Profile

Significant gains in student achievement, continued implementation of state-of-the-art technology, and staff commitment put the Walled Lake Consolidated School District in its leadership role in Oakland County and the state of Michigan. The district’s Michigan Educational Assessment Program (MEAP) and high school Michigan Merit Exam (MME) scores exceed state and county averages. Excellent levels of parent and community involvement make a difference in the Walled Lake Schools, and the PTSA Council annually hosts the largest Reflections program ever with record numbers of students participating and many students receiving state recognition.

Trend Micro Security

- **Trend Micro Enterprise Security for Endpoints and Mail Servers**
<http://us.trendmicro.com/us/products/enterprise/endpoints-and-mail-servers/>

Trend Micro Enabling Technology

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



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