

Dubai Manufacturer Stops Malware Without Increasing Complexity

Trend Micro™ Enterprise Security for Endpoints and Mail Servers blocks spam and attacks before they impact business.

“With Enterprise Security for Endpoints and Mail Servers, we are able to control spam filtering. We can’t afford to block any legitimate business emails, and Trend Micro messaging security allows us to achieve a spam catch rate that we are happy with while avoiding false positives.”

— Raihan Aamir, Information Technology and Systems Manager, Ducab

EXECUTIVE SUMMARY

Customer Name: Dubai Cable Company Ltd (Ducab)

Industry: Manufacturing

Location: Jebel Ali, Dubai; Mussafah, Abu Dhabi

Web Site: www.ducab.com

Number of Employees: 1,000

CHALLENGE:

- Malware attacks were making it through previous security solutions
- Infections spreading to customers and partners could seriously damage company reputation
- Efficiency and excellent customer service require reliable, secure email
- Protection must be maximized while minimizing IT resources for administration and support

SOLUTION:

- Switching to Trend Micro Enterprise Security
- Keeping Enterprise Security for Endpoints and Mail Servers up to date and taking advantage of the latest releases

BUSINESS RESULTS:

- Improved protection, with threats stopped before they reach the company’s network or spread to customers
- Streamlined administration with an integrated, multi-tiered solution and a centralized web-based console
- Automated updates using Smart Protection Servers, for minimal impact on network bandwidth and IT time
- State-of-the-art protection, including in-the-cloud defense from the latest threats

Challenge

Ducab is one of the leading manufacturers of energy cables in the Middle East, with state-of-the-art facilities in the UAE. The company’s 29 years of steady growth stem from its commitment to delivering the best value in the industry. The company depends on always-available connections and email solutions that allow them to rapidly address customer needs and collaborate efficiently both internally and with external partners and customers.

Three years ago, Ducab saw an increase in the number of worms and Trojans that were making it through the company’s security solution. “Our main goal has always been to prevent our customers and partners from being infected due to email coming from our location,” explained Raihan Aamir, the Information Technology and Systems Manager at Ducab. “Stability is also very important to us, in our production environments, and we have to make sure that security has a relatively small footprint. When threats were getting through without being detected, we had to find a new solution before our reputation was damaged, and before we suffered a serious disruption to our manufacturing processes.”

Solution

Finding a reputable security vendor and a solution that could meet all of the company’s requirements led Ducab to evaluate the top three security vendors. “We zeroed in on Trend Micro Enterprise Security solutions and made the switch because they offered what we consider two important advantages over the competition: a better user interface, and better manageability,” said Mr. Aamir.

Today, Ducab relies on Trend Micro solutions. The company’s PCs and mobile systems, file servers, and email servers operate efficiently with integrated malware protection provided by Trend Micro™ Enterprise Security for Endpoints and Mail Servers. The centrally managed Trend Micro Enterprise Security products are powered by the Trend Micro™ Smart Protection Network™ infrastructure that delivers advanced protection from the cloud. Threats are blocked in real-time, before they reach the networks or systems at the Ducab factories.

Ducab has kept up with the latest releases from Trend Micro, and as a result has improved overall security while minimizing complexity. “We are happy with the latest release of Enterprise Security for Endpoints and Mail Servers, which is very stable and easy to keep current with automatic updates handled by Smart Protection Servers,” said Mr. Aamir. “Even as the products have been enhanced with additional features, Trend Micro has made them easier to manage and has reduced the footprint for security. Our situation today is better—Trend Micro has kept up with our business’ requirements, which

these days include an even more critical need to block spam and protect the integrity of business-critical messaging. We also have a virtualization initiative for servers and storage, and as we follow-through on these advancements in the next 6 to 12 months, we are confident that Trend Micro solutions align with our virtualization directions.”

Results

The last three years, with Trend Micro Enterprise Security in place, Ducab has been able to focus on other parts of the business instead of spending time continually dealing with security. The efficiency of the web-based centralized management for security across PCs, file servers, and email servers has saved time for the IT team, and the local Trend Micro partner has kept them informed about enhancements and new releases. “Trend Micro and its partners do a good job supporting us in this part of the world,” said Mr. Aamir. “In general, on the malware front, Trend Micro is more proactive than the competition. When it comes to security, Trend Micro offers one of the best supported products.”

Employees at Ducab are also happy, with spam well controlled within the company’s email infrastructure. Mr. Aamir explained, “With Enterprise Security for Endpoints and Mail Servers, we are able to control spam filtering. We can’t afford to block any legitimate business emails, and Trend Micro messaging security allows us to achieve a spam catch rate that we are happy with while avoiding false positives.

“Trend Micro Enterprise Security solutions integrate very nicely in our environment. With these products in place, our business is very well protected, and we don’t have any problems with administration or support.”

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DEPLOYMENT ENVIRONMENT

3 sites

350 PCs and servers

Trend Micro Enterprise Security for Endpoints and Mail Servers

Company Profile

Dubai Cable Company (Ducab) is jointly owned by the Governments of Dubai and Abu Dhabi (50% each) and operates three of the most modern manufacturing facilities in the region. Its factories occupy 590,000 square meters in Dubai and nearly 330,000 square meters in Abu Dhabi. Ducab produces low-, medium-, and high-voltage cables, control and auxiliary products, cable components and accessories, as well as copper rod. Ducab was recently honored with the Mohammed Bin Rashid Business Excellence Award for their achievements in the manufacturing sector, and has also won other awards such as the Investment Corporation of Dubai (ICD) Chairman’s Award for Outstanding Economic Value Creation in the Industrial Sector.

Trend Micro Security

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

Trend Micro Enabling Technology

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



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