

Data Privacy and Encryption Add Value to Managed Security Services

Italy service provider upgrades to the newest Trend Micro™ InterScan™ Messaging Security.

“Our plans definitely include upgrading all of our customers to the new InterScan Messaging Security solution. The hybrid spam engine and email encryption are especially key features for our managed services business.”

—Francesco Battistin, Technical Director, Euro Informatica srl

EXECUTIVE SUMMARY

Company Name: Euro Informatica srl

Industry: IT Services

Location: Sandrigo, Italy

Web site: www.euroinformatica.net

Customer Base: 500 companies
(over 10,000 managed clients)

CHALLENGE:

- Simplify security to drive down operating costs for managed services
- Build in protection that is tailored to today's evolving environments that include virtualization and cloud services
- Block threats before they can impact customers' businesses
- Choose solutions that are easy to deploy, easy to manage, and that minimize the number of solutions that must be supported

SOLUTION:

- Trend Micro anti-malware security for all physical and virtual endpoints
- Trend Micro InterScan Messaging Security at network gateways, with the ability to offer the Data Privacy and Encryption module to customers that need to protect sensitive data assets

BUSINESS RESULTS:

- Ability to offer customers innovative security technologies that easily integrate in today's infrastructures
- New enhancements—such as hybrid protection and the Data Privacy and Encryption module—add value to managed services
- Increased protection for customers' assets
- Ability to more easily monitor and support customers proactively

Challenge

Euro Informatica offers its clients a high level of knowledge and design skills, which serves businesses in a diverse range of markets that span government, universities, manufacturing, and commercial enterprises. In the last couple years, the IT service provider has been accelerating the pace of transitioning its customers to managed services.

Euro Informatica continually seeks to free companies from the day-to-day burdens of managing rapidly changing technologies while helping them gain all of the possible benefits from those same technologies.

“By doing our jobs well, we help our business customers focus on their core businesses,” said Francesco Battistin, technical director at Euro Informatica. “Today we are moving them to managed services instead of the classic approach of charging by the hour for technical support. This is the first step toward cloud computing, which we feel is very timely for small and medium businesses. But many Italian companies are worried about taking this step, and our challenge is to make the transition to cloud computing easy. This includes addressing the security issues, and making sure that companies can maintain control over data assets.”

Euro Informatica also anticipates that compliance issues will increase in coming years, making security an even higher priority for its customer base.

Solution

Managed security services have helped Euro Informatica meet the requirements of its customers. “Our customers want the best possible security, but they also want low cost of ownership,” said Mr. Battistin. “For this reason, we offer security as a service. We deliver one managed solution that addresses all of their needs including anti-malware, anti-spam, URL filtering, and other leading-edge protection capabilities.”

Since 1995, Euro Informatica has exclusively relied on Trend Micro security solutions to give customers what they believe to be the best possible endpoint anti-malware protection. Mr. Battistin said, “Trend Micro solutions are easy to deploy and manage, and help us offer the best security through innovative technologies. For helping us stay ahead of enterprise security threats, Trend Micro is our number one choice.”

The team at Euro Informatica recently evaluated the latest release of Trend Micro InterScan Messaging Security. This product is part of Trend Micro™ Enterprise Security, a tightly integrated offering of content security products, services, and solutions that is powered by the Trend Micro™ Smart Protection Network™ infrastructure. Trend Micro Enterprise Security delivers maximum protection from emerging threats while minimizing the cost and complexity of security management.

“We have recommended InterScan Messaging Security to our business customers since Trend Micro first introduced the solution,” said Mr. Battistin. “We were anxious to try out the latest enhancements. We find the ‘VMware Ready’ InterScan Messaging Security solution to be an excellent fit in today’s virtualized environments—our customers increasingly prefer the flexibility of a virtual appliance. It is especially attractive as we move our customers towards cloud services.”

Results

During the in-house evaluation of the beta version, Euro Informatica had a chance to try out all the new features of InterScan Messaging Security.

“Our plans definitely include upgrading all of our customers to the new InterScan Messaging Security solution. The hybrid spam engine and email encryption are especially key features for our managed services business. We can promote these features to show our customers how to get improved spam protection and also to introduce encryption as extra protection for sensitive communications.”

The new Data Privacy and Encryption module offers higher levels of outbound email protection, all managed from the InterScan Messaging Security console. Other new features of InterScan Messaging Security, such as multiple LDAP support, will be especially popular with some of the service provider’s most important customers. The improvements to the product interface will benefit all of its customers, and drive down operating costs for the provider by saving time for support engineers.

“The new widget-based dashboard for InterScan Messaging Security is very good—we will be using it to support all of our managed services customers in the future,” said Mr. Battistin. “Overall, Trend Micro continues to advance security solutions and to give us capabilities that add value to our managed security services. By building in more functionality—like data loss prevention and email encryption—to InterScan Messaging Security, Trend Micro helps us minimize the number of security solutions that we have to deploy and support to meet all of the needs of our customers.”

“We find the ‘VMware Ready’ InterScan Messaging Security solution to be an excellent fit in today’s virtualized environments—our customers increasingly prefer the flexibility of a virtual appliance. It is especially attractive as we move our customers towards cloud services.”

—Francesco Battistin, Technical Director, Euro Informatica srl

DEPLOYMENT ENVIRONMENT

Small, medium and large businesses
(10 to 1,500 users)

Trend Micro Enterprise Security for Endpoints
Trend Micro InterScan Messaging Security

Company Profile

Since its first days in business in 1993, Euro Informatica has been characterized by a very strong orientation towards the world of computer security and began building strong alliances with world leading technology vendors. Today, the company’s skills include in-depth experience with virtualization and the challenges that it poses in terms of controlling data leakage. Even with the economic conditions of recent years, Euro Informatica has grown steadily. The professional service providers distinguish themselves with customer responsiveness, operational efficiency, and effective solutions.

Trend Micro Security

- **Trend Micro Enterprise Security for Endpoints**

<http://us.trendmicro.com/us/products/enterprise/security-for-endpoints/index.html>

- **Trend Micro InterScan Messaging Security**

<http://us.trendmicro.com/us/products/enterprise/inter-scan-messaging-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/>

