

University of Windsor Reduces Malware 81% by Enabling Web Reputation Technology in Trend Micro™ OfficeScan™

The University of Windsor has entered its most ambitious capital expansion since its founding, with the addition of its Medical Education Building, and plans to build a 300,000-square-foot Centre for Engineering Innovation. The university's motto, "Thinking Forward," encapsulates its mission to provide opportunities for achievement. A secure infrastructure is vital for the delivery of services to students and staff, and to foster innovative thinking and learning.

MAINTAINING SECURITY IN AN OPEN ENVIRONMENT

“During our one-month campus-wide test, there were more than 15,000 URLs blocked by the web reputation technology in Trend Micro OfficeScan. This resulted in a 41% reduction in the number of infected machines, and an 81% reduction in the number of detected malware.”

— Kelvin Hwang, Computing Consultant, IT Services
University of Windsor

The IT group at the University of Windsor recognizes the need for best-in-class security solutions to protect students, staff, and digital assets. A long-time customer of Trend Micro, the University currently deploys Trend Micro Enterprise Security:

- PC and File Server Protection: Trend Micro™ OfficeScan™ Client/Server Edition, Trend Micro Internet Security Pro (for laptops)
- Campus Email Server Protection: Trend Micro ScanMail™ Suite for Lotus™ Domino™
- File Server Protection: Trend Micro ServerProtect™ for Microsoft™ Windows™/Novell™ NetWare™
- Security Administration: Trend Micro Control Manager™

The University first deployed ServerProtect on its file servers and ScanMail Suite on its Lotus Domino email servers. OfficeScan was introduced several years ago and became the standard for PCs and Windows file servers. When web-based threats became an issue, IT was anxious to take advantage of the web reputation technology when it was first added to OfficeScan.



KEY BENEFITS

- **Multilayered security.** Desktop, server, and messaging security combine for maximum protection, and are centrally managed with Trend Micro Control Manager.
- **Web threat protection.** In-the-cloud reputation intelligence blocks threats before they impact local systems and networks.
- **Fewer Help Desk calls.** 81% decrease in web-based malware and 41% fewer infected machines save IT staff time and cleanup costs.
- **Enhanced platform support.** OfficeScan support for Macintosh platforms enables a single solution for all desktops at the University.

“We saw that viruses and other web-based malware were on the rise,” said Kelvin Hwang, a computer consultant within IT for the University of Windsor. “This was impacting IT, since we had to handle calls from users and spend time cleaning up infected machines. We have a small staff and needed to get this under control. More importantly, infections were spreading before we could get to them and the web threats were starting to impact users throughout the campus. We identified web reputation technology in Trend Micro OfficeScan as a solution to our growing web-threat problem.”

However, like many universities, the campus community is very protective of the open nature of its infrastructure.

Before they could introduce a new layer of security, IT had to prove to both the Security Steering Committee and the IT Steering Committee that web reputation could get the job done without overly restricting the use of the web.

PUTTING OFFICESCAN TO THE TEST

IT carried out a thorough assessment of OfficeScan and presented their findings to the two steering committees. In documenting the evaluation process, IT reported:

“Web threats are more pervasive today and the fastest growing threat vector. These evolving and carefully targeted threats are technologically sophisticated, comprised of multiple components, and spawn numerous variants. Because they often require no user intervention at all to infect a computer, the very act of browsing the Internet may put computer users at risk. Web threats can enter our campus network in real time, posing immediate danger to our data, productivity, and reputation.”

The report also quantified the effectiveness of the OfficeScan web reputation feature. Web reputation was configured and enabled within a small-scale testing environment, and then tested for one month during peak hours and days (9AM–3PM, Monday through Friday) across the entire campus network. “During our one-month campus-wide test, there were more than 15,000 URLs blocked by the web reputation technology in Trend Micro OfficeScan,” said Hwang. “This resulted in a 41% reduction in the number of infected machines, and an 81% reduction in the number of detected malware. There was only one request to unblock one particular URL—making the results extremely compelling in favor of campus-wide deployment of Trend Micro’s web reputation technology.”

CORPORATE PROFILE

University of Windsor Windsor Ontario, Canada

The University of Windsor is an internationally oriented, multi-disciplined institution that actively encourages a broad diversity of students, faculty, and staff. Those strengths vault it to the forefront of Canadian universities in the creation of an awareness and appreciation of difference in ethnic backgrounds, cultures, and dreams. From that diversity, the University fosters an atmosphere of close cooperation between faculty and students, creating a unifying atmosphere of excellence across all of its faculties to encourage lifelong learning, teaching, research and discovery.

- **Industry/Vertical** Higher education
- **Employees** Approximately 1500 (16,000 full-time students)
- **Infrastructure** 3500 PCs and servers (not counting student PCs)

ONGOING SAVINGS FOR IT

Since enabling the Web Reputation feature, the results have clearly shown that the solution has lived up to IT's recommendation. "Trend Micro OfficeScan has helped us to stop web threats earlier," said Hwang. "In particular, the web reputation technology blocks many threats before they can impact our network and systems. When this feature was turned on, we saw a major drop in calls to the help desk related to web threats. The resulting IT savings are very important since we have a small staff focused on security, and we must also manage other technology solutions and projects."

In-the-cloud web, email, and file reputation intelligence, powered by Trend Micro Smart Protection Network, enable Trend Micro Enterprise Security to minimize the risks to systems, research, and ultimately academic reputation for organizations like the University of Windsor. More than 1,000 Trend Micro security experts continually update the reputation databases to enable real-time protection with less complexity to local networks and on-site security software.

LOOKING TO THE FUTURE

Now that all OfficeScan features have been approved and deployed on more than 3,000 Windows-based PCs and servers across the campus, IT is looking forward to future enhancements. "We just learned about the new version of OfficeScan currently in beta testing," said Hwang. "We have many requests to provide security for Macintosh systems, and we are happy to see that Trend Micro OfficeScan can now extend protection to these platforms. With the new release, we'll be able to use Trend Micro for all of our desktops. This simplifies support and also keeps our users happy, since they can all get access to the newest features and innovations from Trend Micro."

TREND MICRO PRODUCTS

- **Trend Micro Enterprise Security**
<http://www.trendmicro/go/enterprise>
- **Smart Protection Network**
<http://www.trendmicro.com/go/SmartProtectionNetwork>
- **Trend Micro OfficeScan Client/Server Edition**
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
- **Trend Micro ServerProtect for Microsoft Windows/Novell NetWare**
<http://us.trendmicro.com/us/products/enterprise/serverprotect-for-microsoft-windows/index.html>
- **Trend Micro ScanMail Suite for Lotus Domino**
<http://us.trendmicro.com/us/products/enterprise/scanmail-for-lotus-domino/index.html>
- **Trend Micro Control Manager**
<http://us.trendmicro.com/us/products/enterprise/control-manager/>



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