Global Enterprise Switches to Trend Micro™ Enterprise Security

Increasing protection, performance, and manageability deliver business value and assist with compliance.

"Trend Micro Enterprise Security solutions have given us the flexibility we need to match our policies and processes to compliance requirements."

— Waqar Perwaize, IT Partner Services Manager, Agility

EXECUTIVE SUMMARY

Customer Name: Agility
Industry: Logistics and Infrastructure
Location: Global
Web Site: www.agilitylogistics.com
Number of Employees: 30,000

CHALLENGE:

- Increasing numbers of threats were breaking through endpoint defenses
- Spam was on the rise
- Growth and acquisitions were complicating security management
- Vendor support was lacking from the previous security vendor

SOLUTION:

- Switch endpoint and messaging security to Trend Micro Enterprise Security solutions
- Introduce Trend Micro™ Control Manager within global data centers, to centralize management

BUSINESS RESULTS:

- Adoption of Trend Micro Enterprise Security as corporate standard
- Better end-user experiences and increased productivity, due to improved endpoint performance and reduced impact on applications
- 30-40% reduction in security-related Help Desk tickets, for lowered operating costs
- Simpler management and fewer security-related Help Desk tickets, saving IT time and improving protection

Challenge

Agility's IT organization supports approximately 18,000 computer users, working out of more than 550 offices around the world. Security has always been a top priority for the company. While some offices and Agility businesses had deployed and supported their own security solutions, Agility was moving towards a corporate standard and centralized support for security.

In 2008, when viruses and spam were increasingly making it through the company's defenses, IT recognized the need to make some changes. "We were predominantly using security solutions from a vendor that was not focused exclusively on security," said Waqar Perwaize, the IT partner services manager at Agility. "As our company grew, we realized that our security was not adequate at a global enterprise level. We had product issues, as well as support issues with our previous vendor. This led us to research and evaluate enterprise security solutions, and that's when we first acquired Trend Micro Enterprise Security for Endpoints and started using it in our test environment."

Solution

Even before the decision was made to switch to Trend Micro, Agility was impressed with the response they got from Trend Micro. "One of the main reasons we selected Trend Micro Enterprise Security solutions was the support they showed us when we were not yet a customer," said Mr. Perwaize. "This was a big change for us, which will eventually impact hundreds of locations. Trend Micro really supported us and our business very well— the level of commitment gave us confidence in making the switch and we decided, in fact, to standardize on Trend Micro Enterprise Security as our corporate global AV solution."

Trend Micro™ Enterprise Security is a tightly integrated offering of content security products, services, and solutions powered by the Trend Micro Smart Protection Network™ infrastructure. Together they deliver maximum protection from emerging threats while minimizing the cost and complexity of security management. Agility now relies on three main Trend Micro Enterprise Security solutions: Trend Micro™ Enterprise Security for Endpoints, for PCs and servers; Trend Micro™ ScanMail™ Suite for Microsoft™ Exchange, for email servers; and Trend Micro™ Control Manager, for centrally managing security from any of the company's global data centers.

Agility first deployed Trend Micro endpoint security, along with Trend Micro Control Manager. "Initially, when we made the switch, we were managing security in a distributed fashion," said Mr. Perwaize. "Today, Trend Micro Control Manager helps us align security to our business goals including centralization and reduced operating costs. It gives us a

single, central control that we can use in our new global data centers, and allows us to optimize our security. The increased protection and less complex management we get with Endpoint Security for Endpoints has added up to a good ROI for us. The number of security-related Help Desk tickets has also dropped by 30-40% since switching to Trend Micro."

Today, Agility is protecting 11,000 endpoints with Trend Micro Enterprise Security. Eventually, as licenses expire, another 7,000 systems will be switched from other vendors' solutions to Trend Micro. Email is a mission-critical resource both in-house and for communications with outside partners and customers. While Agility had outsourced spam filtering to protect email, the company found that it still needed additional protection. "We were having email problems—spam was escalating," said Mr. Perwaize. "ScanMail for Microsoft Exchange adds another layer of protection for our servers, and is our primary protection for internal communications."

Results

Since switching to Trend Micro, Agility has also upgraded to the latest versions of the products that make up Trend Micro Enterprise Security for Endpoints. "The results with the new release have been amazing so far, based on feedback from our technical teams around the world," said Mr. Perwaize. "It has certainly lived up to our expectations. We have seen a significant increase in performance, without having to invest in any new hardware. The in-the-cloud protection of Smart Protection Network, and features like SmartScan updates, make our lives easier on the support side, as well, by minimizing complexity of the on-premise software."

Compliance also ranks as a top priority for Agility, in particular as it relates to its Defense & Government Services business. This group's customers include the U.S. Army and other organizations with extremely strict security requirements. "Compliance requires continual focus on our processes and our security solutions," said Mr. Perwaize. "Trend Micro Enterprise Security solutions have given us the flexibility we need to match our policies and processes to compliance requirements."

"Overall, the switch to Trend Micro has been very encouraging. We are not only promoting the enterprise solutions to all of our branches and business groups, but we recommend it to other companies because of the positive experience we've had."

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— **Waqar Perwaize, IT Partner Services Manager,** Agility

DEPLOYMENT ENVIRONMENT

550+ locations in 120 countries

11,000 PCs and servers

Trend Micro Enterprise Security for Endpoints

Trend Micro ScanMail Suite for Microsoft Exchange

Trend Micro Control Manager

Trend Micro Premium Support

Company Profile

Agility is one of the world's leading providers of integrated logistics to businesses and governments. It is a publicly traded company with close to $6 billion in annual revenue and 32,000 employees in over 550 offices and 120 countries. Agility brings efficiency to supply chains in some of the globe's most challenging environments, offering unmatched personal service, a global footprint, and customized capabilities in developed and emerging economies alike. Agility's commercial division, Agility Global Integrated Logistics (GIL), is headquartered in Switzerland and provides supply chain solutions to customers in technology, retail, chemicals, and other industries. Agility Defense & Government Services (DGS) offers logistics services to governments, relief agencies and inter-national institutions worldwide. Agility Infrastructure group companies primarily focus on opportunities in the Middle East, Africa and South Asia, providing infrastructure support in the areas of industrial real estate, customs optimization, and airline services.

Trend Micro Security

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