

Swiss Service Providers Make it Tough for Cybercriminals

Lang Energie and Auto Lang protect their IT infrastructure with Trend Micro™ OfficeScan™ Client-Server Suite

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— Marcel Richard, IT Director, Lang Energie AG and Auto Lang AG

EXECUTIVE SUMMARY

Customer Name: Lang Energie AG and Auto Lang AG

Industry: Energy/Automotive Services

Location: Switzerland

Number of Employees: 110

CHALLENGE:

- Create a secure, shared infrastructure for both sister companies.

SOLUTION:

- One IT organization supports the combined infrastructure.
- Trend Micro™ OfficeScan™ Client-Server Suite provides security across all sites.

BUSINESS RESULTS:

- No major security incidents over the last six years (since implementing Trend Micro).
- System performance is not compromised by the security solution.

Challenge

Swiss service provider Lang Energie AG and its sister company Auto Lang AG have four business locations throughout the country. As a service provider company in the gas and fuels sector, Lang Energie AG supplies solutions to household, commercial, and industrial customers as well as operating a network of gas stations. The sister company, Auto Lang AG, offers services related to the distribution, sale, and repair of cars and trucks.

For both companies, the security of the infrastructure has always been the utmost priority. To take advantage of synergistic effects and avoid a duplication of effort, the companies decided to centrally manage their shared infrastructure. IT director Marcel Richard and his team are assisted by an external support team from redIT, a general contractor serving the markets of Switzerland and Liechtenstein.

All-around protection from unauthorized cyber intruders and attacks originating from the Internet are critical to protect business continuity and digital assets for both companies. However, at the same time, performance cannot be compromised under any circumstances. By 2003, the previous security solution was no longer able to meet these requirements. “Security problems can very quickly become a real danger, especially for small to medium-sized businesses,” explained Mr. Richard. “We cannot afford a breakdown in the IT infrastructure or risk falling victim to industrial espionage.” When it became clear that the former security solution provider could not provide a satisfactory solution, IT set out to quickly find and deploy an alternative.

Solution

A new security solution had to meet stringent criteria to fulfill the needs of both companies. They needed a solution that included real-time defense against threats. The objective was to obtain maximum protection along with a minimum amount of in-house management effort. In addition, security had to be increased and performance improved without generating additional costs for IT managers.

In the evaluation phase, the impressive price-performance ratio and the flexible licensing model of Trend Micro™ Enterprise Security solutions were key selling points. One more factor was decisive. “As part of our evaluation, we researched what Swiss banks were using to protect their IT infrastructure,” said Mr. Richard. “As it turned out, Switzerland’s leading companies in this sector it seems rely on Trend Micro.”

In 2003, the two companies introduced Trend Micro™ OfficeScan™ Client-Server Suite. The endpoint solution protected all servers and PCs from viruses, Internet attacks, spyware, rootkits, network worms, hackers, and other blended threats. Recently, the companies upgraded to OfficeScan Release 10. Powered by the Trend Micro™ Smart Protection Network™ infrastructure, OfficeScan provides more comprehensive protection both in terms of internal and external threats. The innovative Smart Protection Network approach combines in-the-cloud technologies with lighter-weight clients and offers coordinated real-time protection against multiple types of threats including zero-day attacks. Trend Micro collects and correlates intelligence relating to web, file, and email threats, thereby protecting infrastructures from the newest attacks.

The latest version of OfficeScan uses web and file reputation technology to block users from accessing malicious files and websites. The solution is also highly effective in preventing the malware infections and identity theft that may cause network crashes and lost productivity. A flexible plug-in architecture enables Lang Energie and Auto Lang to quickly adjust to changes in their infrastructure. And features such as HIPS functionality and support for more systems help to further reduce administration costs. To top it off, the sister companies get all these benefits without sacrificing performance—the new OfficeScan release includes Smart Scan Server, which implements more frequent automatic updates in a way that minimizes the impact on the network.

“For the last six years, we have relied on Trend Micro for endpoint security,” said Mr. Richard. “What we value in Trend Micro solutions is the optimal protection, the good price-performance ratio, and straightforward operation. The new release of OfficeScan that we have been using since June of this year offers us even more functions. For example, we can make settings that prevent data theft.”

Results

Trend Micro Enterprise Security has proven to be the right solution for the sister companies. “The costs associated with operating OfficeScan and implementing new updates are minimal,” said Mr. Richard. “Solid performance is always achieved. And no employee training is required when launching new OfficeScan versions.”

Thanks to the efficient protective measures, the dramatic increase in web-based attacks over recent years has posed no threat to Lang Energie and Auto Lang. Since switching to Trend Micro, there has not been a single major security incident. A virus was discovered on a single PC once, having been introduced when an employee failed to follow the proper procedure. OfficeScan promptly detected the virus and avoided any damage to the system and network. “We are obviously aware that there is no such thing as 100-percent security,” said Mr. Richard. “But with OfficeScan, we have a security solution that minimizes the risk of falling victim to cybercriminals or jeopardizing sensitive company information, without compromising performance. What more could an IT manager ask for?”

In conclusion, Mr. Richard said, “OfficeScan has been keeping all viruses and threats away from the company PCs for many years now. In 2003, we chose Trend Micro as our IT security partner and today we know that was the right decision!”

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DEPLOYMENT ENVIRONMENT

4 sites

65 PCs and servers

PC hardware and software: HP with Windows™ XP Prof SP 3 and Office 2007

Server hardware and software: HP Server with Windows Server 2003 and Server 2008; Exchange 2007; SQL 2005

OfficeScan Client Server Suite Release 10.0

Company Profile

Lang Energie AG is a utility and service company that specializes in importing, storing, and selling liquid fuels and lubricants. The company also provides all services associated with tank maintenance. As a member of the AVIA Vereinigung, an association of Swiss importers of petroleum products, Lang Energie AG operates a network of gas stations in eastern Switzerland under the AVIA brand.

The sister company, Auto Lang AG, has offices in Kreuzlingen and Frauenfeld. It specializes in buying, selling, and repairing cars and trucks (Mercedes-Benz, smart, Chrysler, CITROËN, Jeep, and Dodge).

Trend Micro Service Provider Solution

- **OfficeScan Client-Server Suite**
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
- **Trend Micro Enterprise Security**
<http://us.trendmicro.com/us/home/enterprise/>
- **Trend Micro Smart Protection Network**
<http://www.smartprotectionnetwork.com>



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