

# Small Businesses Switch to Trend Micro™ InterScan™ Messaging Hosted Security to Eliminate Spam

Yachtsun Holidays & Charters and ESK International are both owned and operated by a UK-based family. The businesses rely on a shared infrastructure, and the small staff requires technology solutions that are highly effective and very easy to deploy and manage. Secure email communications are especially essential for success.

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*“Trend Micro™ InterScan™ Messaging Hosted Security is so invisible that it doesn't waste any time for us. Our productivity is protected along with our email communications.”*

— Paul Vallance,  
Chief Executive  
Yachtsun Holidays & Charters

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## TWO BUSINESSES—ONE SECURITY SOLUTION

For 30 years, ESK International has supplied businesses with hard-to-find bearings and other transmission parts. The family-run operation expanded into the travel industry with the launch of Yachtsun Holidays & Charters. Both businesses share their offices in Staffordshire, and 18 months ago they added a file server to the network of PCs and laptops.

Paul Vallance, chief executive of both businesses and the technology lead for the companies, had already deployed another security solution on the file server and PCs to protect the infrastructure, but soon became dissatisfied with the results, renewal processes, and support from that security vendor.



## KEY BENEFITS

- **Simplicity.** Hosted solution requires no on-site hardware or software.
- **Rapid and easy start up.** Can be implemented in less than 48 hours.
- **Industry-leading protection.** Blocks 99% of spam, with fewer false positives, and protects against phishing attempts, spyware, and viruses.
- **No maintenance.** Trend Micro performs all updates, patches, hot fixes, and application tuning with little to no time spent by local IT staff.

“ESK and Yachtsun require that we take emails from all over the world,” explained Paul Vallance. “With our previous security solution, we were receiving 50 to 100 spam messages a day, and still many legitimate emails were getting filtered out. We were not happy with email protection, and the security software was corrupting our systems. We had to rebuild two laptops and so we decided to remove that security solution off all the machines. This decision came after we also struggled with the renewal process. Overall, the vendor was very hard to deal with.”

Knowing that they needed a change, Paul Vallance and the staff at ESK and Yachtsun evaluated the alternatives. Email was the primary area of concern for both businesses, which led to the selection of Trend Micro InterScan Messaging Hosted Security.

## OUTSOURCED SECURITY EXPERTISE

InterScan Messaging Hosted Security is comprehensive Software as a Service (SaaS) security service. The hosted solution gave ESK and Yachtsun a quick fix for their security problems. Since Trend Micro owns and maintains the service and infrastructure, no

hardware or software was required at the company's offices and the total implementation process was finished in less than 48 hours. "InterScan Messaging Hosted Security has been invisible from the start," said Paul Vallance. "It just works. We didn't have to touch it except to add a handful of email senders to our 'white' list. It was very fast and easy to get started. At first we were a bit concerned about giving up control, but the hosted service has turned out to be a great choice for our businesses."

### INSTANT SOLUTION TO THE SPAM PROBLEM

The SaaS security solution leverages the Trend Micro™ Smart Protection Network for real-time protection and faster threat response. Message processing and scanning is carried out in the cloud. As a result, InterScan Messaging Hosted Security stops up to 99% of all spam before the staff at ESK and Yachtsun see it. In addition, it stops other email-based threats such as phishing attempts, viruses, and spyware. With significantly lower false positives than the next-best spam-blocking vendor, the Trend Micro hosted solution also makes sure that they receive legitimate emails from customers and suppliers.

"The immediate impact was so wonderful, we didn't need any measurements to tell us that Trend Micro InterScan Messaging Hosted Security was working really well," said Paul Vallance. "Spam is not an issue now. Before, the amount of spam we received was very substantial for a company our size. We were getting more spam than legitimate email at one point in time. Since we switched to the Trend Micro hosted solution, we've had no security problems."

### A FRIENDLY SOLUTION FOR SMALL BUSINESSES

"Unlike large organizations that have many more resources and many teams of employees, a small company like ours holds time as a very precious commodity," explained Paul Vallance. "We need to be secure, but security can't slow us down or stop us from working. Our past experiences with security solutions were very frustrating – we were always waiting for scans. It was almost too much security, in that regard. Trend Micro InterScan Messaging Hosted Security is so invisible that it doesn't waste any time for us. Our productivity is protected along with our email communications."

With their hosted solution, ESK and Yachtsun enjoy the fact that Trend Micro performs all solution maintenance including updates, patches, hot fixes, and application tuning for always-current protection. Security performance is continuously optimized with little to no time required from the customer's staff. Compared to the previous security solution, the new hosted security has also eliminated time that they spent doing manual email scanning and dealing with false positives. "We don't touch our security solution now," concluded Paul Vallance. "We know we aren't getting any false positives and so we don't even look at it anymore."

## CORPORATE PROFILE

### Yachtsun Holidays & Charters Staffordshire, England

Yachtsun Holidays Ltd is a family business based in the UK and Italy, specializing in sailing holidays in Greece and yacht charters in Croatia. In Greece, Yachtsun also offers accommodation at a small selection of island hotels and apartments. Yachtsun Charters MCPY is the business's yacht charter company in Greece, where the Yachtsun yachts are part of the Sunny Sailing fleet. Yachtsun Holidays is a member of the British Marine Federation and Marine Leisure Association.

- **Industry/Vertical** Travel
- **Infrastructure** 9 PCs (including 4 laptops); server running Microsoft™ Windows™ Server
- [www.yachtsun.com](http://www.yachtsun.com)

### ESK International Staffordshire, England

ESK International specializes in sourcing customers' specific requirements for precision, non-standard, and standard bearings, belts, and other transmission products. The company offers extensive experience in supplying very specialized, difficult-to-find, obsolete bearings. ESK has 30 years experience importing and exporting these products and meeting customer requirements.

- **Industry/Vertical** Import/Export
- **Infrastructure** 9 PCs (including 4 laptops); server running Microsoft Windows Server 2003
- [www.eskinternational.com](http://www.eskinternational.com)

## TREND MICRO SOLUTIONS

- **Trend Micro InterScan Messaging Hosted Security**  
<http://www.trendmicro.com/emailservices>



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