



La Crosse County Relies on Trend Micro™ Enterprise Protection Strategy to Keep Public Services Running Smoothly

“Trend Micro™ NeatSuite™ gives us the ability to integrate multiple products into an overall security solution. We get the best protection from the gateway to the desktop and can support our entire deployment from a centralized location.”

— John McDonald
Infrastructure Manager, IT
La Crosse County, Wisconsin

KEY BENEFITS

- Integrates multi-threat protection and enables centralized management
- Automates update deployment to offload IT and to eliminate reliance on users
- Reduces network downtime by preventing malware attacks
- Ensures highly available systems for government and public services
- Protects highly sensitive healthcare information in support of compliance with HIPAA regulations

Ensuring Continuity of Services for Public Health and Safety

For more than 100,000 people in the city and county of La Crosse, Wisconsin, many critical services depend on the availability and functional operation of the IT infrastructure. Libraries, medical centers, and emergency services including police and paramedic teams depend on the network 24x7. More than 1,200 employees rely on networked desktops, laptops, and 65 Microsoft™ Small Business Servers and IBM™ I Series systems at 14 sites. Everything must be kept running by an IT infrastructure team of only three full time people.

“When I joined the staff, McAfee™ anti-virus desktop and server products and Surf Scan were deployed,” explained John McDonald, manager of the infrastructure team for La Crosse County. “But there was no way to ensure that users kept their software up to date, and it was challenging to identify the systems that were infected with viruses. The police and ambulance services used mobile laptops and these were even more difficult to track and manage.”

As a first step, McDonald’s team performed a full security audit and evaluation of new security solution alternatives. A detailed flow chart was created to identify the information flow in the La Crosse County infrastructure, and solutions were compared in terms of their ability to protect all of the crucial points in the network.

High-Level Project Goals

- Provide protection from threats at multiple points in the network
- Implement an effective solution for deploying updates
- Centralize management of various security solutions
- Deploy a solution that can easily evolve to keep up with threats

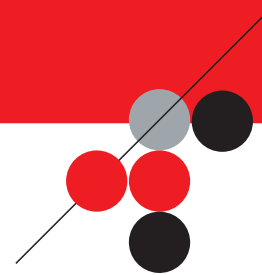
Why Trend Micro?

After a comparison of McAfee, Symantec, and Trend Micro solutions, La Crosse County chose Trend Micro NeatSuite solutions for comprehensive antivirus and malware protection. Spam and spyware soon became more significant problems, and additional NeatSuite products were deployed. Today, La Crosse County deploys three key NeatSuite solutions: InterScan™ Messaging Security Suite and InterScan™ Web Security Suite for gateway protection, and OfficeScan™ Client/Server Edition for desktops and Windows servers. For added protection from spam, the county also deploys Trend Micro Spam Prevention Solution.

Trend MicroControl Manager™ enables centralized management for all Trend Micro solutions. The result is a powerful, multi-layered defense system that protects the corporate network against viruses and other malicious code.

“Trend Micro NeatSuite gives us the ability to integrate multiple products into an overall security solution,” said McDonald. “We get the best protection from the gateway to the desktop, and can support our entire deployment from a centralized location. The Trend Micro Control Manager lets us confirm status at all points in the network, and automatic updates keep everything—including mobile laptops—up to date without user intervention.”



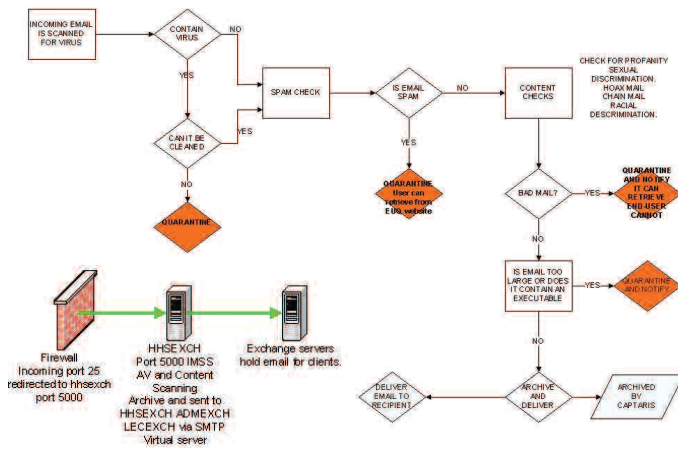


Comprehensive Security Framework

This end-to-end security approach is based on Trend Micro Enterprise Protection Strategy, a comprehensive security framework that integrates multiple layers of products and services. The centrally-managed platform blocks viruses, worms, Trojans, spyware, spam, botnets, and phishing attacks. Seamless intra-product collaboration enables better protection at all critical endpoints.

“Trend Micro NeatSuite gave us everything we needed to build in protection at multiple points based on our unique information flow requirements,” said McDonald. “It was important to match the right solutions to the right layers in the network. We had the flexibility to do that with the Trend Micro solutions.”

Figure 1. Information flow and security requirements for La Crosse County



Protecting More Than a Network

In addition to managing the county network operations, McDonald and his team administer security for the county’s healthcare services. Trend Micro security solutions help protect confidential patient health information (PHI) and ensure that life-critical services can be delivered whenever and wherever the citizens of the county need them.

“We have not had a single outage due to a security attack since we switched to Trend Micro,” stated McDonald. “We have to have the best possible protection—our decision to switch to Trend Micro let us build that into our entire network. As new threats like spyware have become more sophisticated, Trend Micro has continued to meet our high standards as well as HIPAA regulations and ensure that PHI is kept out of the wrong hands.”

Corporate Profile

County of La Crosse • La Crosse, Wisconsin • www.co.la-crosse.wi.us

La Crosse County in Wisconsin has a population of approximately 107,000. The county includes 18 towns, villages, and cities, with the county seat in La Crosse. The annual budget of \$141 million spans 33 major departments, institutions, agencies, and organizations. La Crosse County provides a wide range of services for citizens, including but not limited to: zoning, highways, assistance to the elderly/ children/persons with disabilities, parks, environmental protection, public health, UW-Extension, and veterans’ assistance. La Crosse County works cooperatively with other federal, state, and local agencies and organizations to provide programs and services for county residents.

Industry/Vertical: Local government • Employees: 1200

TREND MICRO PRODUCTS

Trend Micro™ Enterprise Protection Strategy:

<http://www.trendmicro.com/en/products/eps/eps/evaluate/overview.htm>

Trend Micro™ Spam Prevention Solution:

<http://www.trendmicro.com/en/products/gateway/spam/evaluate/overview.htm>

Trend Micro™ NeatSuite™:

<http://www.trendmicro.com/en/products/suites/neatsuite/evaluate/overview.htm>

Trend Micro, Inc.

Trend Micro Incorporated is a pioneer in secure content and threat management. Founded in 1988, Trend Micro provides individuals and organizations of all sizes with award-winning security software, hardware, and services. With headquarters in Tokyo and operations in more than 30 countries, Trend Micro solutions are sold through corporate and value-added resellers and service providers worldwide. For additional information and evaluation copies of Trend Micro products and services, visit our Web site at www.trendmicro.com.

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