

Ceridian Counts on Trend Micro™ Enterprise Security for Faster, Simpler Protection

Ceridian Corporation is a business services company that grows every year by helping customers improve productivity, lower costs, minimize financial risks, and focus on core competencies. IT builds in security at multiple points to protect productivity and safeguard the company's infrastructure.

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“Trend Micro is going in the right direction. Their innovations-in-the-cloud reputation databases, light-weight clients, and faster time to protection—give us confidence that they will continue to evolve enterprise security and help us meet our goals.”

— Ray Johnston,
Senior Director,
Risk & Security Services
Ceridian

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KEY BENEFITS

- **Rapid discovery and blocking of threats.** Web, email, and file reputation provide in-the-cloud threat intelligence that stops the latest threats before they hit the network.
- **Always up to date.** In-the-cloud correlation of the reputation databases provides immediate protection that is updated automatically—keeping defenses current from the client to the gateway to the hosted service.
- **Enterprise-wide view.** IT, managers, and business teams gain insights about threats and security solutions.
- **24x7 access to experts.** Trend Micro™ Premium Support speeds issue resolution and facilitates a proactive approach to security.

SECURING INNOVATIVE BUSINESS PROCESSES

Ceridian helps businesses get the most value out of their human, financial, and technology resources. Its success has been based on the ability to show companies how to do their jobs better and get their “world in order.” As a result, Ceridian's own business serves as an example for customers. When viruses and other malware threatened the productivity



of Ceridian's service teams, IT adopted Trend Micro™ Enterprise Security solutions to get in front of the problem and build protection into their infrastructure.

“Trend Micro solutions have done a great job of protecting us over many years,” said Ray Johnston, senior director for Risk & Security Services at Ceridian. “We regularly evaluate security and Trend Micro always seems to stay ahead of the curve.”

Ceridian has enjoyed strong growth, and has acquired approximately 20 companies since first deploying Trend Micro. The entire corporate infrastructure now relies on multilayered protection from Trend Micro Enterprise Security, with the following Trend Micro NeatSuite™ Advanced solutions built into Ceridian's environment:

- Trend Micro OfficeScan™ Client/Server Edition protects all endpoints from clients to file servers
- Trend Micro ScanMail™ for Microsoft™ Exchange, and Trend Micro InterScan™ Messaging Security Suite safeguard email servers and gateway messaging
- Trend Micro InterScan™ Web Security Suite blocks web threats at the gateway
- Trend Micro Control Manager™ centralizes configuration and threat reports across the network



“With Trend Micro Enterprise Security, we have been virus-free with minimal false positives,” said Tom Stacy, a security and network analyst in Ceridian’s IT group. “That means that we are protecting productivity for our users. We also have a lot of home-grown software solutions on our network, and, compared to other security solutions, Trend Micro is better at telling the difference between malware and our software. I see that as a strong plus for Trend Micro.”



STAYING AHEAD OF WEB THREATS

“Trend Micro Enterprise Security uses a smart combination of in-the-cloud and client-based solutions to fight new threats and use infrastructure resources economically.”

**— Tom Stacy,
Analyst,
Risk & Operations
Ceridian**

Ceridian’s business requires that its employees have free access to the Internet. But wide-open surfing can expose the company to the rapidly increasing numbers and types of web threats. When it became clear that pattern-matching security solutions could not keep up with these web threats, Ceridian took advantage of the latest Trend Micro Enterprise Security innovations.

Powered by the Trend Micro™ Smart Protection Network, Trend Micro Enterprise Security solutions rely on an innovative cloud-client architecture to help enterprises fight the explosion of malicious threats. To shorten the time to protection and reduce the complexity of on-site solutions, a lightweight client queries web, email, and file reputation databases that are correlated in the cloud. In this way, Smart Protection Network blocks all elements of an attack—spam sources, embedded links, dangerous files, and websites with malicious content. Threats are stopped in real time at their source—before they impact local networks and systems.



Placing technology in the cloud allows Trend Micro to quickly update information and provide customers with immediate protection. Email, web, and file reputation databases are constantly updated, and are mutually reinforcing to provide significantly better protection than would be possible using any of these technologies by themselves. Whether an enterprise chooses one Trend Micro product or a complete security solution, businesses benefit from the correlated threat information between these reputation databases and gain faster network protection.

“Last year, web-based attacks were increasing at an alarming rate,” said Stacy. “By taking advantage of the Trend Micro Smart Protection Network, we are blocking threats in the cloud. This has been huge—web reputation technology is helping us immensely, blocking as many as 10,000 potentially bad sites a day for us.”

Ceridian recently began adding InterScan Web Security Suite at its Internet gateways. This added layer of protection complements previously deployed in-the-cloud and endpoint protection. “Layering is a big part of our security strategy,” said Stacy. “With each layer, we see the number of threats decrease, and so we are rolling out this additional layer to all of our sites. By the middle of next year, when we get InterScan Web Security Suite installed at every location, we predict that we will have even lower infection rates on PCs, which will save both resources and costs. We really like the results we get by layering Trend Micro technology.”

IMPROVING USER AND IT PRODUCTIVITY

Lower infection rates often translate into improved productivity. “Before, users would visit web sites and unknowingly pick up infections, and eventually we had to send someone to clean the desktops,” said Stacy. “Now, if a user tries to access a site with a bad reputation, they get a message instantly and are blocked from that site. Threats are constantly changing, but this is an example of how Trend Micro is helping us keep up and preventing infections that end up inconveniencing users and taking up IT time. Trend Micro Enterprise Security has helped us create a very stable, secure, and productive environment for our users.”

The use of lightweight clients and in-the-cloud technology also helps to minimize the size of pattern files. “Trend Micro’s approach makes sense,” said Stacy. “We have to minimize pattern file updates in an organization of our size. Otherwise, it would eventually take up too much of our network bandwidth to be continually distributing new pattern files. Trend Micro Enterprise Security uses a smart combination of in-the-cloud and client-based solutions to fight new threats and use infrastructure resources economically.”

SIMPLIFYING SECURITY AND RAISING AWARENESS

The security teams at Ceridian have helped drive a company-wide initiative to increase overall awareness about security. Giving visibility to more employees has helped to educate users and to keep management apprised of progress. “Using Trend Micro’s integrated suite of enterprise solutions has been a huge advantage,” said Stacy. “The centralized administration using Trend Micro Control Manager is a really good solution. Everyone in IT likes the console, and we’ve been able to give access rights to all of the interested teams since Trend Micro Control Manager lets us define different levels of administrators. Anyone can use Trend Micro Control Manager to better understand what is happening in our environment, and actual control tasks are restricted to the appropriate few. This really helps us bring a view of security to the whole company, and increase awareness about the issues relating to security.”

PREMIUM SUPPORT

Like many other large enterprises, Ceridian takes advantage of Trend Micro™ Premium Support, and has established an excellent working relationship with its Technical Account Manager (TAM). IT gains 24x7 access to security experts, and advanced notice about security-related issues that could impact the Ceridian infrastructure. “Our TAM has made a huge difference,” said Stacy. “He provides important information to us, helping us to get

CORPORATE PROFILE

Ceridian Corporation Minneapolis, Minnesota

Ceridian is a global business services company that offers a comprehensive range of innovative solutions. From human resources and benefits to work-life and health and productivity services, Ceridian helps organizations maximize human, financial, and technology resources. As a leader in payroll outsourcing, gift cards, and controlled spending, Ceridian is also the driving force in payment innovation. The company’s values include a commitment to diversity, community involvement, and maintaining the highest level of ethical standards.

- **Industry/Vertical** Business Services
- **Employees** Almost 10,000
- **Infrastructure** 10,000 PCs
(Microsoft™
Windows™ XP);
5,000 servers
- www.ceridian.com

the most value possible out of our investments in Trend Micro solutions. For example, our TAM recently called me about a new threat that has been exploiting a vulnerability in one of our Microsoft platforms. This advanced warning really helped us a lot—we were able to adjust our web reputation technology and patch our desktops, pre-empting potential problems from this threat. There have been many times when we could have been badly hit by threats, but our TAM has been great and helped us avoid problems and resolve issues very efficiently.”

THE RIGHT DIRECTION FOR THE FUTURE

Ceridian’s security experts recognize the need to remain proactive and continually evaluate the approaches being taken by security solution vendors. “Trend Micro is going in the right direction,” explained Johnston. “Their most recent innovations—reputation databases, lightweight clients, and faster time to protection—give us confidence that they will continue to evolve enterprise security and help us meet our goals. Trend Micro also partners with Cisco, Third Brigade, and other innovators that are helping to advance security. This is important to us since we gain plug-ins and enhancements that make it easy for us to benefit from new technology.”

TREND MICRO PRODUCTS

- **Trend Micro Enterprise Security**
<http://www.trendmicro.com/go/enterprise>
- **Trend Micro Smart Protection Network**
<http://www.trendmicro.com/go/SmartProtectionNetwork>
- **Trend Micro NeatSuite Advanced**
<http://us.trendmicro.com/us/products/enterprise/neatsuite//index.html>
- **Trend Micro OfficeScan Client/Server Edition**
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
- **Trend Micro InterScan Web Security Suite**
<http://us.trendmicro.com/us/products/enterprise/interscan-web-security-suite/index.html>
- **Trend Micro ScanMail Suite for Microsoft Exchange**
<http://us.trendmicro.com/us/products/enterprise/scanmail-for-microsoft-exchange/index.html>
- **Trend Micro InterScan Messaging Security Suite**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/messaging-security/index.html>
- **Trend Micro Control Manager**
<http://us.trendmicro.com/us/products/enterprise/control-manager/>



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