

Railway Blocks Spam with Trend Micro™ Hosted Email Security

Canadian Pacific cuts email security costs in half, regains Internet bandwidth, and saves IT time.

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— Myles Sheridan, Manager, Security and Technology, Canadian Pacific Railway

EXECUTIVE SUMMARY

Customer Name: Canadian Pacific Railway
Industry: Transportation
Location: Calgary, Alberta, Canada
Web Site: www.cpr.ca
Number of Employees: 15,000

CHALLENGE:

- Keep threats off the infrastructure that keeps trains running and revenue flow uninterrupted
- Stop spam from hitting users’ inboxes and also avoid any impact on the network and servers
- Deploy security solutions that minimize the IT time required to manage them, and therefore minimize costs

SOLUTION:

- A multilayered solution of integrated security solutions
- Built-in protection for endpoints, messaging, and collaborative portals
- Single point of contact for infrastructure and application service providers

BUSINESS RESULTS:

- Email security costs cut in half
- 99% of email flagged as spam and removed from traffic before it hits the company network and email servers
- Better Internet experiences and optimized email server performance
- Maximized protection (security solutions stay ahead of corporate needs)

Challenge

The top priorities at Canadian Pacific are safety and “fluidity” or non-stop operation. “We measure everything in terms of stopping trains,” said Myles Sheridan, manager of security and technology at Canadian Pacific Railway. “Nothing we do in IT can get in the way of the business, not even security. We can’t stop a train or delay a train from leaving a station—any delay will clog the whole network and there is a lot of revenue on every train that is crossing the country. Huge costs are involved in re-crewing trains, delaying other trains to let them pass—it results in many logistics issues.”

Within this business environment, the technology team has always had to select security solutions that minimized the risks of disruptions from viruses, malware, and other threats. Canadian Pacific first introduced Trend Micro solutions almost a decade ago. At that time, email represented the biggest vulnerability, with most viruses entering the network embedded in messages. “Trend Micro was one of the first vendors to offer protection for Microsoft™ Exchange,” said Sheridan. “Trend Micro™ ScanMail™ for Microsoft™ Exchange has done a great job for us. It made sense for us to add on to our Trend Micro solution—they have always helped us stay ahead of our needs.”

After ScanMail, Canadian Pacific introduced Trend Micro™ Enterprise Security for Endpoints to protect PCs and servers within the company’s network. Through the years, however, IT noticed another security issue. The volume of spam was skyrocketing, until the company’s Internet connections were being flooded with unwanted content. User web experiences were being impacted since spam was consuming network bandwidth. Additionally, the company’s high availability and disaster recovery objectives required that IT build in multiple layers of spam defense.

Solution

IT first considered adding redundant spam scanning servers at the gateway. This would enable redundancy, and avoid a single point of failure for a spam solution. However, meeting both redundancy and disaster recovery requirements would mean introducing four servers, and this was not considered cost effective.

Introducing a hosted antispam solution for inbound mail filtering proved to be the best option for Canadian Pacific. “By that time, our infrastructure was already outsourced, so a hosted antispam service made a lot of sense for us,” said Sheridan. “Trend Micro Hosted Email Security took all administrative tasks out of our hands, which has been very cost

effective compared to paying our infrastructure provider to support email security. The Trend Micro service was our first experience with a hosted software solution, and represented a critical service that could potentially impact many people in our organization. It turned out to be the right move—the traffic on our Internet link is now much better. It's safe to say we've knocked 10% off our corporate bandwidth requirements by going to Hosted Email Security. This will delay an upgrade of our Internet connection and is giving our users better Internet experiences today."

Solving the spam problem has been significant for Canadian Pacific due to the company's unusually high volume of spam. Industry averages typically put spam at 85% to 90% of the total email volume; at Canadian Pacific, spam amounts to almost 99% of the email targeted for delivery to company mailboxes. "With Trend Micro Hosted Email Security, approximately 91% of email is being flagged as spam by IP filtering, and another 8% is being caught by additional spam filtering," explained Sheridan. "About 50,000 legitimate messages a day come through to our mailboxes. Millions of spam messages a day are being blocked."

The hosted service also improves the company's ability to continue operating even in the event of a disaster. "We went into detail about our disaster recovery needs with senior people at Trend Micro, and we made sure that we were getting the capabilities we require," said Sheridan. "We feel comfortable with Hosted Email Security, and have seen that Trend Micro is keeping up with industry best practices in this area."

Results

Over the past three years, email has become increasingly important to Canadian Pacific's daily operations, which is why they added it to their disaster recovery strategy. "With Hosted Email Security, our email delivery is basically instant—within 30 seconds," said Sheridan. "And we are spending a lot less time managing email security."

The improvements have made an impact to the bottom line at Canadian Pacific," said Sheridan. "It rescued us from a gateway capacity crunch we had to fix, and email traffic is no longer an issue for us."

Next Steps

IT just completed updating to the latest release of Enterprise Security for Endpoints. "Keeping our Trend Micro endpoint security up to date gives us protection from the latest threats," said Sheridan. "The increase in botnets and other web threats make it important that we go beyond traditional pattern file controls. Smart Protection Network, with web reputation technology, represents a fundamental shift that prepares us for the future."

Canadian Pacific now takes advantage of Premium Support to ensure that future security issues are rapidly addressed, and to provide its infrastructure providers and outsourced application support teams with a single point of contact for security questions. "Our Trend Micro Technical Account Manager is very knowledgeable about what is happening in our company and the security solutions we have in place, making it easy to get questions answered—this is a very positive feature of working with Trend Micro," said Sheridan.

Since the company is also using a collaboration portal, Canadian Pacific has also deployed Trend Micro™ PortalProtect™ to secure the servers. The company plans to introduce a customer portal in the future, making it important to build a secure foundation for collaborative projects and communications.

"Switching to Trend Micro Hosted Email Security has cut our email security costs in half, and we have simultaneously gained the redundancy and failsafe operation that our business demands."

**— Myles Sheridan, Manager, Security and Technology,
Canadian Pacific Railway**

DEPLOYMENT ENVIRONMENT

- Hosted infrastructure (managed by IBM and HP)
- 7,000 desktop PCs and laptops
- Approximately 10,000 email boxes
- Trend Micro Enterprise Security for Endpoints
- Trend Micro ScanMail for Microsoft Exchange
- Trend Micro Hosted Email Security
- Trend Micro PortalProtect
- Trend Micro Premium Support

Company Profile

Canadian Pacific Railway was incorporated on February 16, 1881. Less than five years later a ribbon of steel united Canada when the line to the Pacific coast was completed with the driving of the 'Last Spike' at Craigellachie, British Columbia, on November 7, 1885. Through the ingenuity of its employees located across Canada and in the United States, Canadian Pacific remains committed to being the safest, most fluid railway in North America. Our people are the key to delivering innovative transportation solutions to our customers and to ensuring the safe operation of our trains through the more than 1100 communities where we operate.

Trend Micro Security

- **Trend Micro Enterprise Security**
<http://us.trendmicro.com/us/home/enterprise/>
- **Trend Micro Smart Protection Network**
<http://www.smartprotectionnetwork.com>
- **Trend Micro Enterprise Security for Endpoints**
<http://us.trendmicro.com/us/products/enterprise/security-for-endpoints/index.html>
- **Trend Micro ScanMail for Exchange**
<http://us.trendmicro.com/us/products/enterprise/scanmail-for-microsoft-exchange/index.html>
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