

MSP Leverages Application Control and Deep Web Content Security

Newest Trend Micro™ InterScan™ Web Security features increase visibility and control of Internet behaviors.

“We plan to upgrade all of our customers to the newest InterScan Web Security as soon as possible—it will help us raise the level of protection we deliver to businesses.”

—Gabriel de Freitas Braga Castello Branco, Security Analyst, Real Protect Information Security

EXECUTIVE SUMMARY

Customer Name: Real Protect Information Security

Industry: Managed Services/Consulting

Location: Rio de Janeiro, Brazil

Web site: www.realprotect.net

Customer Base: Approximately 20,000 users

CHALLENGE:

- Give business customers the confidence to fully exploit the web
- Learn about employee Internet behaviors, and discourage unsafe activity
- Protect company data assets and ensure privacy for sensitive information
- Automate web security to minimize operating costs

SOLUTION:

- Upgrade to the latest release of Trend Micro InterScan Web Security Virtual Appliance

BUSINESS RESULTS:

- Increased visibility for Internet applications and activity, for boosting confidence of business management teams
- More fine-grained control over Internet applications and web filtering, for better enforcement of business' security policies
- Extra layer of protection, leveraging in-the-cloud reputation information
- Reinforces reputation for excellence, leveraging name recognition for Trend Micro

Challenge

Real Protect Information Security is entrenched in the world of security, helping its customers remain focused on their own businesses with solutions that bring true peace of mind. The company's portfolio spans consulting services and fully managed security services to defend customer-owned and operated infrastructure, fully managed networks, and in-the-cloud computing from the latest threats.

The professionals at Real Protect daily face the challenges of today's extremely hostile online environments. They witness first hand the new malware, system vulnerabilities, and attacks that threaten businesses' digital assets and operations. Real Protect's success as a managed services provider (MSP) depends on the selection and deployment of the best possible security technologies.

“Since we are an MSP, we have to be able to automate protection that can enforce our customers' security policies,” said Gabriel de Freitas Braga Castello Branco, one of the security analysts at Real Protect Information Security. “We need solutions that are flexible and effective, and that address the top priorities for businesses. Today, controlling web traffic is a major concern. Businesses need the web, but employees are also taking advantage of non-business-related Internet-enabled capabilities such as instant messaging, streaming audio/video, and social networking. Companies need to make sure that web activities are not exposing their privacy and data assets to risks from web-based attacks.”

Solution

Real Protect has a long history with Trend Micro, and relies on a variety of Trend Micro security solutions to protect managed services customers. Trend Micro InterScan Web Security has become an important part of the MSP's arsenal against web threats.

The gateway product is part of Trend Micro™ Enterprise Security, a tightly integrated offering of content security products, services and solutions that is powered by the Trend Micro™ Smart Protection Network™ infrastructure. Trend Micro Enterprise Security delivers maximum protection from emerging threats while minimizing the cost and complexity of security management.

“InterScan Web Security Virtual Appliance makes sense for our own managed services business as well as for our customers that support their own infrastructure,” said Mr. de Freitas. “The VMware-ready certification is important, since almost all of our customers have introduced virtualization and rely on VMware. It is a very good product, and provides very broad protection from viruses, spyware, phishing, and other malware that comes from the web.”

Recently, the company evaluated the beta release of the newest version of the Trend Micro web threat solution.

“We really like the new features in the latest release of InterScan Web Security,” explained Mr. de Freitas. “The application control capabilities give us great visibility, so we can discover any of over 420 Internet applications on our customers’ networks. The appliance lets us then control the activity so that we can implement and enforce our customers’ security policies.”

The new release also introduces enhancements to the URL filtering functions that enforce time-based quotas. Now, in addition to choosing from policy actions of monitor, allow, warn, block, and block with password override, the amount of web browsing can be limited for certain categories of URLs across different times of the day. One-time extensions of these quotas can also be granted to individuals to enable business-critical activity without changing the policy for an entire group.

“The URL filtering time limits and quotas that InterScan Web Security introduces are very important for our customers, who include insurance companies and other businesses that are very concerned with flexible security controls,” said Mr. de Freitas.

Results

The virtual appliance form factor and VMware-ready certification make InterScan Web Security a business-friendly solution. Over the last two years, the computing model has changed dramatically in the Real Protect customer base.

“Virtualization is very common today—very accepted—and we have only one customer that is NOT virtualized,” said Mr. de Freitas. “Businesses want to stay current, and typically prefer solutions from the industry leaders in each category. Trend Micro’s focus on virtualization and the cloud is a plus, especially since they team up with other technology leaders like VMware.”

Cloud services are also very popular in Brazil. “Cloud computing is becoming very common, especially for small businesses in our region,” said Mr. de Freitas. “Trend Micro is taking security in the right direction, and the Trend Micro name is recognized and well respected by our customers. We are very happy with Trend Micro as a partner and as a provider of solutions that fit our business model and meet our customers’ needs.”

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DEPLOYMENT ENVIRONMENT

- Small, medium, and large businesses
- Approximately 20,000 users at 25 companies
- Trend Micro InterScan Web Security

Customer Profile

Real Protect Information Security offers solutions that increase security and simplify its management in small, medium, or large enterprises. Focused on information security, Real Protect was founded by qualified, certified, and internationally awarded security professionals. The company has established strong partnerships with major institutes and manufacturers of security products, and brings its customers peace of mind with the most current and effective solutions in the world of information security.

Trend Micro Security

- **Trend Micro InterScan Web Security**
<http://us.trendmicro.com/us/products/enterprise/intercan-web-security-virtual-appliance/index.html>

Trend Micro Enabling Technology

- **Trend Micro Smart Protection Network**
<http://us.trendmicro.com/us/trendwatch/core-technologies/smart-protection-network/>

