

# Wincanton Gains Peace of Mind with Trend Micro™ Enterprise Security Solutions

Wincanton PLC is a premier provider of supply chain solutions. Its many European customers rely on the company's warehousing, transport, and specialist services. The staff of 30,000, in 400 locations, requires a 24x7 infrastructure that enables the services to keep client operations running smoothly and profitably.



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IT Security Manager  
Wincanton PLC

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## KEY BENEFITS

- **Multilayered protection.** Blocks viruses, spyware, phishing, and other threats.
- **Centralized administration.** A Web-based console provides visibility and automated support for all sites.
- **Time savings.** IT now spends less than one day a month for all security products.
- **User satisfaction.** The elimination of user complaints further reduces IT workload.

## PROTECTING LARGE-SCALE DISTRIBUTED OPERATIONS

With operations that have grown to include 400 sites throughout Europe, the IT group at Wincanton PLC has faced many challenges to build and support a reliable, robust infrastructure. When the company's Lotus™ Notes™ solution came under more frequent attack from viruses and other malware, the team looked for a solution that could serve as another



layer of protection in addition to their existing outsourced email-scanning service. “When we deployed Trend Micro ScanMail™ for Lotus™ Domino™, it was our first experience with Trend Micro solutions and the Trend Micro support team,” said Paul Key, IT Security Manager for Wincanton. Paul's team evaluates and tests security technology and specifies the solutions and best practices to be deployed across all of the Wincanton sites. “ScanMail gives us much more protection for our messaging systems. The deployment was so easy, that we began talks with Trend Micro about endpoint security solutions.”

## INTRODUCING MULTILAYERED PROTECTION

The IT group worked with Trend Micro to identify the main opportunities for improving overall security while also introducing solutions that could greatly simplify day-to-day management. Wincanton had previously deployed another well-known antivirus solution for desktops and servers. Attacks were making it through and the IT team was spending time every day responding to user complaints and manually cleaning up the residual effects from the incidents. “Our previous solutions were difficult to support,” said Paul. “We



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lacked the control we needed to carry out remote operations, and we had very poor visibility into the status of systems and the network. When attacks occurred, the alerts and reporting functions were also very poor—sometimes we were not notified of attacks until the users complained.”

Wincanton talked to Trend Micro about alternative solutions, and also considered the newest solutions from other security vendors. The IT team ultimately selected a combination of Trend Micro solutions that would give them the tools they needed for central administration, visibility, and control. The multilayered Trend Micro solutions protecting Wincanton today include:

- ScanMail for Lotus Domino, for protection of vital email communications.
- OfficeScan™ Client/Server Edition, for protecting desktops and servers from viruses, spyware, phishing, and other threats. ServerProtect™ is another endpoint solution still used on some older servers and non-Windows platforms.
- Trend Micro Control Manager™, a single Web-based console for central administration and automated protection.
- Damage Cleanup Services, for automated cleanup of any residual effects from attacks.

**EXPERT ADVICE AND SUPPORT**

As a Premium Support customer, Wincanton’s IT group gained expert advice from a designated Trend Micro Technical Account Manager (TAM). Wincanton’s TAM helped ensure a smooth transition to the new solutions, giving the IT team access to technical knowledge and quicker resolution of any issues that arose. “We deployed the new Trend Micro solutions to a large number of devices in the UK initially,” said Paul. “Thanks to help from our Trend Micro Technical Account Manager, our deployment went very quickly and there was no disruption to business. Trend Micro solutions allowed us to carry out the installs remotely and automated the removal of the old products. Our Technical Account Manager was there to help with any questions we had along the way. Premium Support from Trend Micro has been invaluable, and we continue to rely on this vital 24x7 resource.”

**CORPORATE PROFILE**

**Wincanton PLC**  
**Wiltshire, United Kingdom**

Wincanton PLC designs, implements, and operates a range of supply chain management solutions. The Group’s systems and solutions enable operations ranging from single distribution sites to complex international supply chains in industry sectors including automotive, retail, FMCG, petrochemicals, and manufacturing. Wincanton streamlines distribution networks and optimizes international logistics for many well-known companies including Armstrong, BMW Motorcycles, Bosch, Canon, DaimlerChrysler, Dow Chemicals, Exxon, Ford, Kerry Foods, Nestle, Philips, and Proctor & Gamble.

- **Industry/Vertical** Manufacturing and Distribution (Supply Chain Solutions)
- **Employees** 30,000
- **Infrastructure** 5,500 desktops, 400 locations
- [www.wincanton.co.uk](http://www.wincanton.co.uk)

## SIMPLIFIED ADMINISTRATION

Since deploying the Trend Micro solutions, IT has greatly reduced the amount of time required to manage security. The saved time translates into reduced costs—the new solutions have essentially paid for themselves. “Today we have very low maintenance requirements,” said Paul. “Control Manager lets us set up alerts and reports, and we now spend less than one day a month to manage all of the products. With the console and the reports, we can quickly see what is going on, what systems are out of date, and what the trends are for attempted attacks. The time savings allow us to spend our time on more strategic projects.”

## PEACE OF MIND

Since switching to Trend Micro, Wincanton has had no attacks make it through the new defenses. IT has built a solid working relationship with Trend Micro, and has a new outlook on security. “In the past, it was always in the back of my mind that we weren’t 100% protected,” said Paul. “We always had complaints from users. Trend Micro has given us the protection and visibility we needed—we feel very secure today and it has taken the worry out of security for our organization. The solution just works and now users and IT teams are happy.”

## TREND MICRO PRODUCTS

- **Trend Micro ScanMail for Lotus Domino**  
<http://us.trendmicro.com/us/products/enterprise/scanmail-for-lotus-domino/index.html>
- **Trend Micro OfficeScan Client/Server Edition**  
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
- **Trend Micro Control Manager**  
<http://us.trendmicro.com/us/products/enterprise/control-manager/>
- **Trend Micro Damage Cleanup Services**  
<http://us.trendmicro.com/us/products/enterprise/damage-cleanup-services/>



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