

# Local Government Recognizes Value of Trend Micro's Highly Interoperable Products and Excellent Gateway Protection

The citizens of Dane County are proud of its natural beauty and serenity, but the county government's IT group is focused on a very different environment—the world of Internet threats. To shield constituents from vulnerabilities and ensure continuous delivery of services, IT must choose security solutions that offer high-quality protection.

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— **Steven Jones,**  
**Network Systems  
Programmer**  
Dane County, Wisconsin

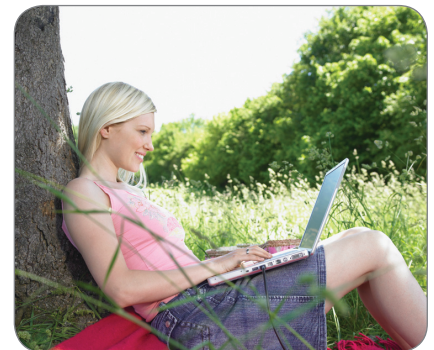
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## KEY BENEFITS

- **Improved integration.** Security solutions easily installed within Citrix application framework.
- **Enhanced protection from Web threats.** Affordable appliance approach added antivirus and spyware detection capabilities at the Web gateway.
- **Access to security experts.** Phone-in support gives rapid response to security issues.
- **Flexible configurations.** Trend Micro solutions coexist with other security solutions and applications within the customer's unique infrastructure.

## STAYING WITHIN BUDGET WITHOUT COMPROMISING SECURITY

As with many local governments, Dane County places priority on controlling costs. Yet the potential threats to the infrastructure require that IT pay the price to acquire, deploy, and manage products that can ensure continuous delivery of services from all agencies that rely on the network. Last year, when a virus attack penetrated the Symantec client/server



solutions and gateway protection, Dane County's IT group found help from Trend Micro before the incumbent vendor could offer them any information or assistance. A visit to [www.trendmicro.com](http://www.trendmicro.com) gave the IT group the full story about the virus and also demonstrated that Trend Micro was a company that kept its customers current with the latest threats. This led to a full evaluation of the Trend Micro™ Enterprise Protection solutions and the decision to make a change.

## THE MOVE TO TREND MICRO

After evaluating the choices, Dane County chose to deploy Trend Micro software products and a gateway appliance:

- OfficeScan™ Client/Server Edition to protect laptops, desktops, and non-Citrix servers
- ServerProtect™ to protect servers supporting the Citrix MetaFrame application framework
- InterScan™ Messaging Security Appliance to improve email security

“The decision to switch to Trend Micro has been great for us,” said Steven Jones, network systems programmer and security lead for the county. “We no longer see attacks making it through to the Citrix servers, and we feel that we have a strong multilayered solution in place today.”

Dane County has also enjoyed the responsiveness of the Trend Micro customer support organization. “Within ten minutes, I can talk to an expert at Trend Micro,” explained Jones. “We’re really impressed with the quality of the Trend Micro support—we always get someone who knows what they are talking about. Our environment introduces some unique requirements for software that runs on our servers and clients. Trend Micro support and our account team have been able to advise and guide us, taking into consideration our specific situation and the new security solutions very effectively coexist with Citrix and other solutions we have deployed. The entire Trend Micro team has been great—I really enjoy our working relationship.”

## INCREASING WEB PROTECTION

Only a few years ago, Dane County’s IT group dealt predominantly with email-based viruses and malware. Today, email is still a concern, but the major threats stem from the increasing numbers and types of Web-based spyware, grayware, and other malicious code that users can unintentionally download.

“We are continually evolving our security solutions to keep pace with the changing nature of threats,” said Jones. “For example, we recently identified the need to enhance our BlueCoat proxy server and add antivirus and spyware scanning. However, we found that this and other capabilities require expensive add-ons. We were being nicked-and-dimed to death. Luckily, it was at this time that we heard about the Trend Micro InterScan Web Security Appliance. Trend Micro gave us a much more affordable way to put more protection at the Web gateway.”

InterScan Web Security Appliance supported the flexible deployment capabilities required to coexist with the BlueCoat solution. The beta version of the new 3.1 release was installed in Internet Content Adaptation Protocol (ICAP) mode, and tested in the production network supporting typically 200 concurrent connections. “We did not see any latency problems at all,” said Jones. “We were pleasantly surprised, and also happy to learn that the InterScan Web Security Appliance could perform all of the content filtering we were doing with the BlueCoat solution. In fact, when BlueCoat was down one day, my boss and I were really impressed to see what the Trend Micro appliance caught at the gateway. When our subscription with BlueCoat comes up for renewal, we’ll be evaluating having the Trend Micro appliance take over all of our gateway scanning needs.”

## CORPORATE PROFILE

**Dane County**  
**Madison, Wisconsin**

The local Dane County government agencies serve more than 450,000 citizens in more than 60 cities, towns, and villages. The county boasts some of the most wonderful natural resources in the United States, including pristine lakes and streams, prime farmland, and wonderful bike trails and parks.

- **Industry/Vertical** Local government
- **Users/Sites** 2,500 county employees at 27 sites
- **Infrastructure** 800 PCs and 1,500 Citrix thin-client terminals; 70 Citrix servers, 110 Microsoft servers
- [www.co.dane.wi.us](http://www.co.dane.wi.us)

## TREND MICRO PRODUCTS

- **Trend Micro OfficeScan Client/Server Edition**  
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
- **Trend Micro ServerProtect (with Citrix MetaFrame certification)**  
<http://us.trendmicro.com/imperia/md/content/us/pdf/products/enterprise/serverprotectformicrosoftwindowsand-novellnetwork/ds02spnt050106us1.pdf>
- **Trend Micro InterScan Messaging Security Appliance**  
<http://us.trendmicro.com/us/products/enterprise/interscan-messaging-security-appliance/>
- **Trend Micro InterScan Web Security Appliance**  
<http://us.trendmicro.com/us/products/enterprise/interscan-web-security-appliance/index.html>



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