

Humane Society Picks Trend Micro™ Security

The staff at the Tampa Bay shelter no longer worries about security and can focus on saving animals.

“I don’t want to focus on security—I want to focus on running an animal shelter. Since we switched to Trend Micro last year, I’ve been able to ignore security. I know it’s working!”

— Sherry Silk, Executive Director, Humane Society of Tampa Bay

EXECUTIVE SUMMARY

Customer Name: Humane Society of Tampa Bay

Industry: Animal Rights

Location: Tampa, Florida

Web Site: www.humanesocietytampa.org

Number of Employees: 45 (plus 250 regular and 450 event-focused volunteers)

CHALLENGE:

- Protect private donor information and mission-critical digital business assets
- Block spam and threats that could otherwise disrupt services in the shelter and clinics
- Eliminate the “annoyance factor” that characterized the previous security solution

SOLUTION:

- Switch from CA solution to Trend Micro™ Worry-Free™ Business Security

BUSINESS RESULTS:

- Spam has been eliminated from user inboxes and no threats have impacted the business
- Management, staff, and volunteers have peace of mind
- The IT service provider is better able to satisfy users by keeping security invisible

Challenge

As it approaches its 100-year anniversary, the Humane Society of Tampa Bay is as committed as ever to “speak for those who cannot speak for themselves.” The organization has helped more than a million animals, and its low-cost veterinarian services make it possible for local families to survive the tough economy without sacrificing the health of beloved pets.

To serve a large community, the staff of 45 has the help of approximately 700 volunteers. Technology also plays a vital role. An on-premise email system helps management keep staff and volunteers up to date and cost-effectively communicate schedules, operating procedures, and fund-raising event details. Desktop and server systems are essential for business functions, including accounting, payroll, and hosting databases of animal, clinic, volunteer, and event information. Even the phone system—a voice-over-IP solution—is on the local network, along with a “Kitty-Cam” web camera that allows the organization’s supporters and the general public to observe animals available for adoption.

Last year, the organization found that managing some technology solutions was taking time away from the care of animals. “Securing our systems is very important, but I don’t have time to worry about it on a daily basis,” said Sherry Silk, executive director of the Humane Society of Tampa Bay. “Our previous security solution was just too hard to manage and slowed down everyone’s computers.”

Solution

The organization turned to its IT service provider, Business Computer Resources, for help. “We wanted a security solution that is user-friendly for small businesses like us,” said Karen Cheeks, who is the technology lead for the Humane Society of Tampa Bay. “Our technology consultant said that Trend Micro is the only solution they recommend to their clients.”

Trend Micro Worry-Free Business Security now provides simpler, smarter protection for the Humane Society’s digital assets, to the satisfaction of the organization as well as the IT service provider. “Small businesses don’t have security experts on staff, but face the same risks as much larger enterprises when it comes to cybercrime and other threats that can result in compromised data and impacted systems,” said John Simmons, president of Business Computer Resources. “Worry-Free Business Security is easy to install and maintain. It works well—keeping businesses safer—without bogging down the systems it protects. For organizations like the Humane Society, that depend on donations to accomplish their goals, it’s an essential business solution.”

Worry-Free Business Security is powered by the Trend Micro™ Smart Protection Network™ security infrastructure, which is hosted, maintained and continually updated by Trend Micro's security experts to block the latest threats before they reach the business. Combined with the on-premise software, the Smart Protection Network introduces an extra layer of protection while also minimizing complexity and the performance impact on desktop and server systems.

Results

Before deploying Worry-Free Business Security, spam was a nuisance for the Humane Society staff and volunteers. "I was getting a lot of spam every day," said Cheeks. "With Worry-Free Business Security, I don't have this distraction, and I don't have to deal with complaints from other users. We've all been thinking way too much about computers—it's nice to no longer have to worry about security."

The executive director agrees. "I don't want to focus on security—I want to focus on running an animal shelter," said Silk. "Since we switched to Trend Micro last year, I've been able to ignore security. Literally, we have a 'worry-free' solution and I just don't think about it. I know it's working!"

The ease of management makes Worry-Free Business Security a time-saver for both the IT service provider and the organization. An intuitive dashboard provides at-a-glance status and simplifies administrative tasks. "Worry-Free Business Security is such a positive change, compared to our previous solution," said Cheeks. "Security has gone from an annoyance to being invisible."

The security experts at Business Computer Resources understand that security threats can be much more than just a nuisance to small businesses like the Humane Society. "Without the right security solution, small businesses are highly vulnerable," said Simmons. "With Worry-Free Business Security, they can be confident that they have proactive protection from the botnets, phishing attempts, and other profit-driven threats that are out there today."

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DEPLOYMENT ENVIRONMENT

- 1 site
- Approximately 50 PCs; 1 main server, 1 backup server
- Trend Micro Worry-Free Business Security Advanced

Company Profile

The Humane Society of Tampa Bay (HSTB) was established in 1912 as the Hillsborough County Humane Society with the mission "to enforce the law applicable to the prevention of cruelty to children and cruelty to all animals of any description, capable of suffering, and to do everything and anything which is legal to prevent cruelty and harsh treatment to children and animals." It is one of the oldest corporations in the state of Florida. Over the past 80 years, through donations and bequests, HSTB has helped more than a million animals.

IT Service Provider Profile

Since 1984, Business Computer Resources (BCR), Inc. has been helping businesses and professionals solve their computer problems. A full-service microcomputer company, BCR can address all computer needs and assist in analyzing hardware, software, and networking requirements. BCR associates can help install one computer or a complete network system. After installation, BCR carries out periodic preventative maintenance to keep systems performing at optimum levels. For more information about BCR services, please visit www.bcrflorida.com.

Trend Micro Security

- Trend Micro Worry-Free Business Security Advanced <http://us.trendmicro.com/us/products/sb/worry-free-business-security/index.html>
- Trend Micro Smart Protection Network <http://www.smartprotectionnetwork.com>



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