

# County of Middlesex Lowers Cost of Ownership for Security

**NCI recommends Trend Micro to consolidate security, boost compliance, and improve endpoint and virtual machine security.**

*“In the past, security slowed down applications. With Trend Micro, some applications are loading 50 times faster—that’s a real plus for everyone and we really like seeing those kinds of improvements.”*

— Gary Reed, Technology Manager, County of Middlesex, Ontario, Canada

## EXECUTIVE SUMMARY

**Customer Name:** County of Middlesex, Ontario, Canada

**Industry:** Local Government

**Location:** London, Ontario

**Web Site:** [www.middlesex.ca](http://www.middlesex.ca)

**Number of Employees:** 400

## CHALLENGE:

- Eliminate the problem of viruses and malware breaking through previously deployed endpoint security
- Introduce security for virtualized servers in the data center
- Achieve compliance with patient data privacy and other evolving government regulations
- Minimize end-user reliance on IT and time required to manage technology solutions

## SOLUTION:

- Switch endpoint security to Trend Micro™ Enterprise Security Suite
- Introduce Trend Micro™ Deep Security within VMware environment
- Take advantage of Trend Micro Advanced Reporting and Management to improve monitoring and control of security

## BUSINESS RESULTS:

- Consolidated vendors for IT staff time savings and simplified purchasing
- Reduced maintenance costs by more than 50%
- Improved security with fewer infected machines and added data security
- Strengthened compliance with current and future regulations

## Challenge

A relatively small team of technology professionals support the County of Middlesex’s mobile workforce and mission-critical infrastructure that extends to administrative offices, libraries, emergency management, garages for the roads department, and other local municipal services organizations. A technology-forward approach has given employees a user-friendly, productive environment while keeping IT costs within the County’s budget.

A variety of security solutions had been deployed to protect online assets and resources. This included guarding patient health information for Strathmere Lodge, a not-for-profit long-term care home owned and operated by the County of Middlesex.

“The McAfee solution was not doing its job,” said Gary Reed, Technology Manager for the County. “It was bulky and resource intensive, and not reliable enough. We attended a local security conference hosted by NCI, where we received trial copies of Trend Micro’s security software. It detected the threats that McAfee had missed and eliminated them from our systems. This saved us from having to rebuild machines. After Trend Micro came to our rescue, we called in NCI and started the process of switching out our previous endpoint solution.”

## Solution

“We serve as a strategic partner to our clients,” said Chad Jesse, sales Mmanager SWO at NCI. “We help them find the right solutions, and we bring the right people to the table to solve security problems.”

To more effectively secure its endpoints, NCI recommended that Middlesex County switch to Trend Micro Enterprise Security Suite. Powered by the Trend Micro™ Smart Protection Network™ infrastructure, the integrated suite of next-generation security solutions leverages sophisticated cloud-based reputation technology, feedback loops, and the expertise of TrendLabs<sup>SM</sup> researchers to deliver real-time protection from emerging threats.

Besides addressing the problems with the County’s previously deployed endpoint security solution, NCI helped the technology team identify other potential vulnerabilities. For example, the data center was being virtualized and required a security solution that would protect virtual machines without introducing complexity.

Compliance was also an issue. “Strathmere Lodge is growing by leaps and bounds, and at the same time, we have to meet the Canadian government’s regulations for patient privacy,” said Reed.

“Virtualization requires special considerations when it comes to compliance,” explained Jesse. “For securing patient information or any business critical data, Trend Micro Deep Security is perhaps the only solution that meets the compliance criteria within virtualized data centers. We have been recommending it to all of our clients using VMware. It is a big plus for these organizations.”

The County also chose Trend Micro Advanced Reporting and Management to gain a state-of-the-art security reporting interface, real-time activity monitors, and other features that help them demonstrate a commitment to compliance and robust security.

The thorough evaluation of the County's requirements and pilot deployments of Trend Micro solutions showed the IT organization how to introduce big improvements in overall security, as well as lowered total cost of ownership. “Trend Micro Enterprise Security helps us consolidate solutions that we previously purchased from multiple vendors,” said Reed. “Our group supports county employees that are located over a very large area. We appreciate the efficiency gains that we will get from our Trend Micro deployment.”

## Results

By purchasing Trend Micro solutions, Middlesex County will be saving time for IT and also reducing the number of vendors that the purchasing team must manage. Bringing in the Trend Micro team also showed the County how to reduce ongoing maintenance costs by more than half compared to their 2010 spend.

The technology team is also discovering many time-saving aspects of the Trend Micro solutions. “We have Trend Micro™ Enterprise Security for Endpoints already installed on some of our desktops,” said Reed. “In the past, security slowed down applications. With Trend Micro, some applications are loading 50 times faster—that’s a real plus for everyone and we really like seeing those kinds of improvements.”

Deep Security similarly benefits the data center. “The agentless design of Deep Security cuts down on resource requirements for virtual servers,” said Reed.

“As servers are replicated, Deep Security automatically secures the new virtual machines,” said Jesse. “Trend Micro puts Middlesex County on the leading edge in terms of security in the data center.”

Middlesex County is a member of MISA (Municipal Information Systems Association) of Ontario. The IT teams collaborate to share what they learn with each other. “Data security and controlled data access is becoming higher profile in our region,” said Reed. “We anticipate more legislation coming to address this area. With Deep Security, we are now in better shape than other municipalities, and we have embraced the tools that will help us mitigate data security risks.

“We are coming out of a year of huge capital projects. A new web site, a SAN, a cloud... and everything terminates in our data center. Our challenge moving forward is to help users gain the best possible returns from the new tools and resources, while facilitating efficiencies and alleviating dependencies on IT. We are extremely happy to have Trend Micro and NCI helping us achieve these goals.”

***“For securing business critical data, Trend Micro Deep Security is perhaps the only solution that meets the compliance criteria within virtualized data centers. We have been recommending it to all of our clients using VMware. It is a big plus for these organizations.”***

— Chad Jesse, Sales Manager SWO, NCI

## DEPLOYMENT ENVIRONMENT

Deployment Environment  
22 sites  
200+ desktop and laptop PCs  
4 physical servers, hosting 16 virtual machines  
VMware virtualized environment  
Trend Micro Enterprise Security Suite  
Trend Micro Advanced Reporting and Management  
Trend Micro Deep Security

## Company Profile

Middlesex County is a vibrant and growing community of 70,000 residents situated in southwestern Ontario, Canada. The growth of Middlesex County's economy can be primarily attributed to the municipality's close proximity to large urban markets while maintaining its high quality of life. This unique rural-urban dynamic has driven Middlesex County's economy to diversity from its strong agricultural foundation into industrial manufacturing, value-added agriculture, retail, and service business sectors.

## Service Provider Profile

Founded in 2000, NCI offers a full range of security services. NCI has set itself apart as totally focused and fully capable of delivering complete, sophisticated, end-to-end security solutions for a spectrum of corporate information technology needs. NCI works with public and private sector organizations including Fortune 500 companies. The company is one of the primary security organizations relied upon by the Police Service Agencies in Canada. For more information about NCI, please visit [www.nci.ca](http://www.nci.ca).

## Trend Micro Security

- **Trend Micro Enterprise Security Suite**  
<http://us.trendmicro.com/us/products/enterprise/security-suite/index.html>
- **Trend Micro Deep Security**  
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/virtualization/deep-security/index.html>

## Trend Micro Enabling Technology

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



©2011 Trend Micro Incorporated. All rights reserved. All Trend Micro company, product and service names and slogans are trademarks or registered trademarks of Trend Micro Incorporated. Other names and marks are the property of their respective owners.  
CS\_MIDDLESEX CTY\_ESS\_DS\_ARM\_March2011  
[www.trendmicro.com](http://www.trendmicro.com)