

Service Provider Switches to Trend Micro™ Enterprise Security

ePerformax improves protection with an integrated, lightweight solution that keeps pace with threats and compliance needs.

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— Emmanuel C. Bustamante, Deputy Director, Information Security, ePerformax Contact Centers & BPO

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EXECUTIVE SUMMARY

Customer Name: ePerformax Contact Centers & BPO

Industry: Call Centers, BPO Services

Location: Makati City, Philippines

Web site: www.eperformax.com

Number of Employees: 3,000

CHALLENGE:

- Maximize threat detection, protection, and compliance by deploying solutions from a leading security solution vendor
- Evolve security over time, to keep up with dynamic threat landscape
- Keep security simple without sacrificing protection
- Avoid overhead on computers that would impact employee productivity and require expensive computer upgrades or refreshes

SOLUTION:

- Switch to Trend Micro™ Enterprise Security for Endpoints
- Add Trend Micro gateway solutions to boost protection against email and web threats
- Introduce Trend Micro™ Data Loss Prevention to gain visibility and control over the access and movement of sensitive data

BUSINESS RESULTS:

- Less time spent on malware-related support efforts, compared to other companies in the area
 - Protection extended to additional threat vectors (email servers, the web, and data leak points)
 - In-the-cloud protection minimizes complexity, for simplified management, while speeding time to protection
 - Blocking data leaks improves payment card industry (PCI) compliance
 - Low security overhead offloads endpoints and the network, extending their usable lifespan, and reducing refresh costs
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Challenge

When ePerformax Contact Centers & BPO was formed as a joint venture in 2002, it inherited an industry-leading focus on high-quality service from its two parent companies. Today, the ePerformax name is recognized as one of the finest service providers in the Philippines, with a broad portfolio that spans inbound customer care, technical support, and other mission-critical functions for its clients.

Management understood that security solutions were important to ePerformax, both for blocking threats that could impact the delivery of services and for avoiding lost or corrupted client data. However, when Emmanuel Bustamante joined the company as deputy director of information security, he was concerned that the in-place security software was not the best choice for the business.

“I had prior experience with Trend Micro solutions, which led me to carefully evaluate ePerformax’ existing security,” said Mr. Bustamante. “The evaluation confirmed that the competitor’s solution was lacking in features.”

Besides the challenge of tightening endpoint security, ePerformax wanted to partner with a security solution vendor that could help the company evolve security and keep pace with the changing nature of attacks and threats.

Solution

Based on the comparison of available security solutions, ePerformax chose to switch to Trend Micro Enterprise Security, starting with Trend Micro™ OfficeScan™ software for all PCs and file servers. “We saw a big improvement in endpoint protection as soon as we deployed Trend Micro security,” said Mr. Bustamante. “OfficeScan cleaned up some viruses that had gone undetected by the previous vendor.”

The success of the switch led ePerformax to immediately introduce an additional Trend Micro product for messaging security at the gateway. “Trend Micro™ InterScan Messaging Security drastically decreased the threats that made it into inboxes,” explained Mr. Bustamante. “Later we added Trend Micro™ InterScan™ Web Security, to protect our network from threats coming in via the web. All of the Trend Micro Enterprise Security solutions have been very easy to manage, and we appreciate that Trend Micro continually evolves security to broaden protection.”

Trend Micro Enterprise Security products and services are powered by the Trend Micro™ Smart Protection Network™ infrastructure that delivers advanced protection from the cloud. Threats are blocked in real-time, before they impact ePerformax employees or clients.

“Today, we rely on Trend Micro Enterprise Security for our desktops and laptops, file systems, hard drives, email servers, and web gateways,” said Mr. Bustamante. “We also take advantage of OfficeScan’s device control features, to make sure that removable media doesn’t create vulnerabilities.”

Last year, ePerformax added a solution to help them with payment card industry (PCI) compliance. “With Trend Micro™ Data Loss Prevention, we know that customer credit card information is not being written out to USB flash drives or CDs. Other solutions we tested failed miserably, but the Trend Micro solution blocks data leaks even through instant messaging and webmail. We chose it because Data Loss Prevention covers multiple channels, for the best possible protection of our sensitive data and therefore improved compliance.”

“Data Loss Prevention was so easy to deploy. We did the full install ourselves, and didn’t encounter any problems or issues as we extended protection to the clients on the network. Since Data Loss Prevention is invisible to users, they can’t kill the software—they don’t even have a hint of it on their laptops or desktops.”

Although ePerformax has had no malicious attempts to steal credit card data, Data Loss Prevention has caught several data handling improprieties. By flagging improper behavior, the solution allows ePerformax to contact those employees, educate them about proper data handling and the importance of the security policies, and avoid any actual data loss.

Results

“By switching to Trend Micro, we’ve enjoyed many years without any major security incidents,” said Mr. Bustamante. “There have been some major malware outbreaks in the past that have impacted many other companies, but our business was largely unaffected.”

ePerformax has also been very happy with Trend Micro’s strategic directions. “Trend Micro advancements like Smart Protection Network really benefit businesses,” said Mr. Bustamante. “The focus on in-the-cloud protection is a big plus. Trend Micro is ahead of other vendors in this area. The cloud is the future.”

This focus gives the information security team real benefits today as well. Mr. Bustamante explained, “Originally, our research showed us that Trend Micro had the best threat detection. After switching, we also found that Trend Micro solutions simplify management. Today, with Smart Protection Network, we don’t have to rely on pattern file updates being downloaded to endpoints. The in-the-cloud protection makes it easier to manage security, and Smart Protection servers deliver more immediate protection—essentially in real time. This is very important to a company with a very lean IT team since it keeps security overhead to a minimum, and makes it very easy to manage.”

By minimizing security overhead, Trend Micro has helped ePerformax to extend the life of computers, which helps delay the replacement of computers. “We still have older computers, running Windows XP systems,” said Mr. Bustamante. “Trend Micro Enterprise Security does not slow down our endpoints or the network, which would force us to replace capital equipment sooner. By prolonging the ROI period for our infrastructure and computers, Trend Micro solutions contribute to tangible equipment cost savings.”

Next Steps

With many employees currently using thin clients, ePerformax is investigating virtual desktop infrastructure (VDI) to give them more flexibility and still lower endpoint costs. As they evaluate VDI alternatives, the information security team is encouraged to see that the latest release of OfficeScan extends protection to VDI compute models.

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DEPLOYMENT ENVIRONMENT

Deployment Environment
2 sites in the Philippines
Approximately 1,000 PCs
50 servers
Trend Micro Enterprise Security for Endpoints
Trend Micro InterScan Messaging Security
Trend Micro InterScan Web Security Suite
Trend Micro Data Loss Prevention Suite

Company Profile

ePerformax Contact Centers & BPO is passionate about performance and providing the best service to its clients and their customers. From its founding in 2002, ePerformax Contact Centers was one of the first call centers in the Philippines. The company has grown steadily year after year, strategically adding clients, physical space, and expanding to new locations. Much of this growth is the result of the high level of performance ePerformax Contact Centers have been able to provide to the client base. To continue this growth, the company plans to be selective and strategic in client relationships, choice of locations, and the expansion of the management staff.

Trend Micro Security

- **Trend Micro Enterprise Security for Endpoints**
<http://us.trendmicro.com/us/products/enterprise/security-for-endpoints/index.html>
- **InterScan Messaging Security Suite**
<http://us.trendmicro.com/us/products/enterprise/inter-scan-messaging-security-suite/index.html>
- **Trend Micro InterScan Web Security Suite**
<http://us.trendmicro.com/us/products/enterprise/inter-scan-web-security-suite/index.html>
- **Trend Micro Data Loss Prevention**
<http://us.trendmicro.com/us/products/enterprise/data-loss-prevention/>

Trend Micro Enabling Technology

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



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