

Stepping Up Security for BYOD in Global Manufacturing

With the proliferation of smart phones and handheld devices, Trend Micro™ Mobile Security helps IT avoid risks to the business.

“There has been risk by allowing BYOD, but we realized it quickly and are now going in the right direction. With Mobile Security deployed, we have both threat protection and threat mitigation capabilities.”

- Manager, Desktop Security
Large U.S. Manufacturing Company

EXECUTIVE SUMMARY

Customer Name: Large Manufacturing Company (anonymous)

Industry: Manufacturing

Headquarters: U.S. (global operations)

Number of Employees: 10,000+

CHALLENGE:

- Allow employees to use their smart phones and portable electronic devices, without introducing risk to the business
- Assess the situation in terms of types of devices in use, location, and user behaviors
- Help evolve improved BYOD policies that make sense for the company and the employees
- Put threat protection in place as quickly as possible, to minimize risk as BYOD is further evaluated

SOLUTION:

- Trend Micro Mobile Security

BUSINESS RESULTS:

- Easy start up, as an add-on to the existing Trend Micro enterprise security solution, and simplified management using familiar security console
- Immediate visibility of mobile devices
- Minimized complexity, with one solution that combines device management and security for smart phones
- Support for the most popular phones and devices
- Broad range of features, for flexible adjustment of management and enforcement of evolving policies

Challenge

In any successful, large international business, there are plans for controlling almost every facet of operation. Even so, some things just happen. When management at a large, global manufacturing company saw that an increasing number of employees were using their smart phones and portable electronic devices at work, they decided to allow it—without any plan or any security measures put into place initially.

“We did it backwards — we let employees use their devices and then later we made some decisions about mobile device management [MDM],” said a manager of security for the manufacturing company. “However, this meant that we were too late for the yearly budget cycle, and when we looked at some of the market leaders for MDM, they wanted lots of money for their solutions.”

The security team was also concerned that most MDM market players were not security companies. “Device control is only half of the picture — you still need to manage the risks,” said the security manager. “When we asked vendors [about risky behaviors], ‘what if a user does x, or y, or z?’ most couldn’t give us answers.”

Solution

As luck would have it, the manufacturing company already had a solution available that addressed device control as well as security requirements. The company’s “defense-in-depth” approach to security included Trend Micro™ Enterprise Security Suite.

“Our endpoint security product includes Trend Micro™ Mobile Security — without purchasing anything extra, we were able to get started,” said the security manager. They proceeded to carry out a proof of concept (POC), with a later more formal evaluation of the latest beta release of the solution.

However, there have been concerns expressed by employees worried about restrictions. Executives and high-level managers are some of the most loyal smart device users. “To start, we want visibility — to get a better understanding of our environment and see if everything is as it should be,” said the security manager.

“Then we can grow and use the solution to its full capability. Today, we are using Mobile Security as an asset management tool, with light policies in place for employee-owned devices. Once we get to a steady state — with all of the devices being managed with Mobile Security — then we can evolve our security policies and take advantage of Mobile Security’s many additional asset management and security features. It can do a lot — that’s why we are moving forward with it.”

For now the user-friendly BYOD policies are still in effect. Employees can connect to company resources, and there are no restrictions on their activities and the applications they are using at work. Mobile Security allows the manufacturing company to put basic protections in place — such as remote wipe of lost devices — and get started with basic monitoring capabilities. Later, they can take advantage of more control capabilities as security policies are evolved in line with the company's goals and employee work habits.

"Mobile Security supports our broad range of devices — iOS, Android, and Windows Mobile devices," said the security manager. "We have had to learn a lot about mobile device management, but with the Trend Micro solution, we have the familiar console. Now that we have it in place, we will be looking at setting up our allowable lists of applications, which can be managed by Mobile Security."

Results

Mobile Security gave the manufacturing company a quick, affordable solution to a problem that became apparent mid-budget cycle.

"MDM is still fairly new for us, but we already have close to 4,800 mobile devices in use on our sites," said the security manager. "We chose to let the devices come in before we had a way to manage them in our environment. There has been risk by allowing BYOD, but we realized it quickly and are now going in the right direction. With Mobile Security deployed, we have both threat protection and threat mitigation capabilities."

By starting with visibility, the company can first gather information before asking employees to change the way they work and communicate. What they learn by using Mobile Security will help focus policies on areas of risk.

"We want to be sure to do this right — our employees have been used to having free access," said the security manager. "Right now, Mobile Security is telling us what we didn't know before, and allowing us to make very informed BYOD decisions and plans. Add to that an additional Trend Micro solution means one less console to learn and use, and it makes a lot of sense for us."

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DEPLOYMENT ENVIRONMENT

Global infrastructure (multiple sites)

Central data center

10,000+ endpoints

Approximately 4,800 mobile devices (iOS, Android, Windows Mobile)

Trend Micro Mobile Security 8.0

Trend Micro™ Deep Discovery™ 3.0

Trend Micro™ Enterprise Security Suite:

Trend Micro™ OfficeScan™ 10.6 SP1

Trend Micro™ Intrusion Defense Firewall 1.5

Trend Micro™ ScanMail™ for Microsoft™ Exchange

Trend Micro™ InterScan™ Web Security 3.1

Trend Micro™ Mobile Security 8.0

Trend Micro Products and Technology

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