

Housing Company Gives Clients Secure Web and Email Access

Trend Micro™ Hosted Email Security adds email pre-filtering and builds in redundancy for mission-critical security.

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— Marc Collins, System Administrator, Com-wonen

EXECUTIVE SUMMARY

Customer Name: Com-wonen
Industry: Housing
Location: Rotterdam, Netherlands
Web Site: www.comwonen.nl
Number of Employees: 380

CHALLENGE:

- Make it easy for clients to use the web site and email without compromising privacy or introducing vulnerabilities to the business
- Stop threats before they impact the delivery of service
- Minimize the IT time required to support security
- Keep up with the latest security trends and threats

SOLUTION:

- Trend Micro Enterprise Security Suite, including gateway, messaging, and endpoint solutions
- Trend Micro Hosted Email Security

BUSINESS RESULTS:

- Stable, reliable security since deploying Trend Micro products
- Avoidance of security incidents that could otherwise damage the company's reputation
- Minimized support time for IT, with Trend Micro managing hosted email security
- Email pre-filtered to keep spam from clogging the company network and systems
- Built-in redundancy for email security, and SLAs for desired uptime levels

Challenge

Com-wonen provides a variety of housing alternatives and services to renters and property owners in the Rotterdam area. The company values innovation, and strives to creatively use technology to improve customer experiences and help employees more efficiently deliver services.

“The residents that we serve have the option of coming into one of our offices with their service requests, or they can go to our web site,” said Marc Collins, a system administrator for Com-wonen. “They can review their account, and update their information in our database. The web site also gives them a convenient way to enter service requests, if they need a repair or are planning a move. This is the direction we are going as an organization—doing more of our business online.”

With the increase of online services, email has also become more important to the organization. Both employees and customers rely on email, making email security a mission-critical requirement. Security solutions are also necessary for blocking threats that could otherwise disrupt services, corrupt data, or gain access to private client information.

“It's important that we choose security solutions that are very straightforward in terms of administration,” said Mr. Collins. “Our organization has been faced with a lot of change this year, both in terms of technology upgrades as well as a merger that is expanding the size of our infrastructure. A main challenge has been to minimize downtime, which makes security a top priority.”

Solution

The increasing dependency on the Internet originally led Com-wonen to deploy a multi-layered security solution. “We have built a contained system, using Citrix to manage thin clients,” explained Mr. Collins. “But some employees have to have access to the web, and we also rely on the Internet to work with other companies in the Rotterdam area. So our security concerns have always been focused on protecting our billing information and confidential client data from outside threats.

“Several years ago, we chose a Trend Micro solution, and today it still performs very well and gives us multilayered protection at the Internet gateway, at our email server, and for the PC and server endpoints. We continue to stick with the Trend Micro Enterprise Security Suite because of the company's leadership in Internet security, and because the solution does what it is supposed to do.”

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 reach the business' network or valuable digital assets.

"The demands of our company are always changing, and our users are being confronted with phishing and other threats that look genuine to them," said Mr. Collins. "Trend Micro, with Smart Protection Network cloud technology, is the way to go. It adds a layer of protection, checking sites and email in the cloud so that users don't have to trust appearances. No antivirus protection is 100% foolproof, but Trend Micro has always seemed very, very up to date compared to others we have evaluated. It saves us from sleepless nights. Trend Micro Enterprise Security Suite is also very easy to administer. Once we put it in place, it has been very stable and really runs itself."

With the increasing use of email, the housing company wanted to increase email security and block threats before they reached the email server. The local Trend Micro team pointed them to an experienced local partner that could evaluate their needs and offer advice. Amitron, with more than 12 years of experience with Trend Micro solutions, talked to Com-wonen about the benefits of a Trend Micro hosted email security solution.

"Trend Micro Hosted Email Service makes sense for organizations like Com-wonen that want to increase security without increasing their infrastructure or operating costs," said Adriaan Weber, sales manager at Amitron. "As a reseller, we have been very satisfied with the hosted solution. It allows us to give our customers the advantages of in-the-cloud protection from a vendor that we really trust. We've watched as Trend Micro has addressed virtualization and the cloud. They offer the best solutions, in our opinion, and we believe the company is taking security in the right direction."

A trial evaluation of Trend Micro Hosted Email Security showed immediate results. "We were so impressed with Trend Micro Hosted Email Service that we signed up right away," said Mr. Collins. "Now, with our email first scanned and filtered by Trend Micro, what reaches our inboxes is limited to legitimate email. The hosted service has been a very effective and easy addition that has really cut down on traffic on our network."

Results

Working with Amitron and staying with Trend Micro solutions have made it easy for Com-wonen to align security with its growing, changing business. "We are currently discussing virtualization with Amitron," said Mr. Collins. "This is the way the world is going, and they have shown us how Trend Micro Enterprise Security can keep our business protected as we virtualize servers and desktops."

With Enterprise Security Suite, and the recent addition of Hosted Email Security, IT has been able to meet all of its security objectives. "One of our main priorities is redundancy," said Mr. Collins. "Up time is paramount since the cost of down time continually increases for us. Trend Micro understands this. Hosted Email Security builds in redundancy, with multiple data centers and excellent SLAs. We are really big fans of Hosted Email Security. Trend Micro uses a good approach—the way a hosted service provider should. They take uptime seriously, and build in the necessary redundancy. It is there if it is needed, to keep the service available."

"We also appreciate that Trend Micro has remained very focused on security, unlike some security vendors that have gone in other directions," said Mr. Weber. "More and more businesses are taking advantage of cloud computing and virtualization. Trend Micro understands the related security needs—they are a very strong partner for us, with excellent local support, and we look forward to many more years of working with them to address the needs of our customers."

DEPLOYMENT ENVIRONMENT

140 servers; 400 thin clients (soon to be 450 clients)

Trend Micro Enterprise Security Suite
Trend Micro Hosted Email Security

Company Profile

As a regional housing association, Com-wonen helps to implement urban region policy. The organization currently manages more than 30,000 dwellings in the urban and surrounding regions of Rotterdam. As the only association to hold property in both Rotterdam and the surrounding municipalities, Com-wonen is well positioned to help achieve the goals for the area. Com-wonen provides professional and affordable homes as well as professional assistance to the tenants. The staff aims to create pleasant neighborhoods for residents, collaborating with the people and organizations that live and work in the area. This serves the interests of the tenants and enhances the value of real estate.

Partner Profile

Amitron has been a leading solution partner in the BeNeLux since 1990, and is dedicated to providing high-end solutions for: Backup & Recovery, Archiving, Content Security, Anti-Virus, Storage, and High Availability. Through the years, many medium and large companies have found a trusted partner in Amitron, and rely on the knowledge and skills of Amitron consultants. Amitron provides customers with pre-sales and technical support, installation and implementation, and a range of educational services. The company partners with leading technology vendors, including Trend Micro, and is also an Affinity One Sales & Support Centre for Trend Micro solutions. For more information about Amitron, please visit www.amitron.nl.

Trend Micro Security

- **Trend Micro Enterprise Security Suite**
<http://us.trendmicro.com/us/products/enterprise/security-suite/index.html>
- **Trend Micro Hosted Email Security**
<http://us.trendmicro.com/us/solutions/hosted-security/hosted-email-security/>

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