

# City Council Builds in Multiple Layers of Protection

Trend Micro™ Enterprise Security prevents web threats, cybercrime, and malicious activity from disrupting city services.

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—Gary Varnam, Infrastructure and Security Specialist, ICT Services, Salford City Council

## EXECUTIVE SUMMARY

**Customer Name:** Salford City Council

**Industry:** Local Government

**Location:** Salford, UK

**Web Site:** [www.salford.gov.uk](http://www.salford.gov.uk)

**Number of Employees:** 10,000

## CHALLENGE:

- Provide infrastructure that enables partnerships and collaboration
- Mitigate the risks related to accessing partner-owned content and increasing cybercrime activity on “friendly” web sites
- Reduce real estate and desk space with secure mobile solutions that enable an agile workforce
- Keep security solutions up to date while minimizing impact on network bandwidth

## SOLUTION:

- An evolving multi-layered security solution
- Integrated Trend Micro Enterprise Security solutions for endpoint, web, and messaging security
- A single on-site Smart Scan server for updates, and in-the-cloud updates for out-of-office systems

## BUSINESS RESULTS:

- Many years without security incidents
- Centralized administration to minimize IT time
- Early access to security innovations such as behavior monitoring and in-the-cloud threat intelligence

## Challenge

Salford attracts more than 1,000,000 visitors a year with its combination of rich, cultural heritage, and current economic significance. The City Council offers residents a complete and comprehensive range of services and facilities, and is known for its innovations and vision as a local government.

Similarly, the technology teams employed by the City Council have relied on innovation and vision to cost-effectively enable services and protect digital assets. Like many businesses, the City Council continually strives to reduce operating costs with a variety of initiatives and changes. “Over the years, we have increasingly leveraged partners to improve efficiency, and we also encourage teleworkers so that we can minimize our office space,” said Gary Varnam, infrastructure and security specialist, ICT Services, Salford City Council. “However, many of these kinds of changes increase our risks.”

Today, the city’s employees are frequently sharing information and accessing systems that are not controlled by the in-house security team. And a large number of mobile workers travel or work from remote sites where they do not always have secure VPN access back to the internal network. Salford’s security challenge is to block threats within this dynamic environment and protect employees and assets, regardless of their locations.

## Solution

To meet its security challenges, Salford City Council became an early customer of Trend Micro, deploying one of the first enterprise suites. Today, Trend Micro™ Enterprise Security remains at the heart of the organization’s multilayered security solution. Powered by the Trend Micro™ Smart Protection Network™ infrastructure, the tightly integrated endpoint, messaging, and web security products deliver maximum protection from emerging threats while minimizing the cost and complexity of security management.

## Protecting Endpoints In and Out of the Office

Salford has stayed with Trend Micro™ Enterprise Security for Endpoints because it helps them keep ahead of the evolving threats. “Web threats continue to be a major concern, and there’s going to be a lot more in the future,” said Mr. Varnam. “We rely heavily on Trend Micro Enterprise Security for Endpoints. It gives us access to the Smart Protection Network, for in-the-cloud web reputation intelligence that can protect us from botnets and other malware. More and more, we see malware coming from ‘legitimate’ web sites—we have to protect ourselves from becoming victims and Trend Micro has proven to be an innovator in web protection.”

Salford City Council also uses the Trend Micro™ InterScan™ Web Security solution to strengthen defense at the organization's gateway. Both security solutions are managed centrally, and endpoint security updates are automatically managed from a single Smart Scan server. "Keeping security up to date is critical," said Mr. Varnam. "Enterprise Security for Endpoints simplifies updates for systems on our network and also automates updates for our mobile users. We are pleased with Trend Micro's approach for updates that minimize network bandwidth utilization while giving us the protection we need. And Trend Micro was one of the first to address the unique challenges of mobile laptops."

Salford has also tightened security for portable USB devices, using Enterprise Security for Endpoints capabilities. "The latest release from Trend Micro includes device control and behavior monitoring capabilities," said Mr. Varnam. "Now we have a technology solution that can enforce our policies and make sure that users don't load potentially infected executables from flash memory or other portable devices. That measure alone has saved us a lot of money by avoiding hours of IT time spent cleaning up infected systems."

### Combining Virtualization and Security Initiatives

Salford recently switched its InterScan Messaging Security solution to the virtual appliance configuration. Email connects city employees to their colleagues in house and with partners such as departments within the National Health System that serve local constituents. "InterScan Messaging Security Virtual Appliance picks up threats that our other email security solutions miss—never the other way around," explained Mr. Varnam. "It adds a very important layer of protection and handles all of our inbound email quarantine functions. The virtual appliance is a perfect fit for the VMware ESX client that we just deployed."

### Results

"We 'never say never' here in Salford, but we have not been affected by big attacks that have hit other organizations like ours," said Mr. Varnam. "Trend Micro Enterprise Security has helped us get the best possible protection from a multilayered security strategy. So far, this philosophy has worked well for us, but we are constantly refining our solutions and looking for new ways to avoid becoming a victim."

"We have stayed with Trend Micro all these years because they understand our security concerns. Unlike other leading security vendors, Trend Micro has remained 100% focused on security. As a result, Trend Micro is always on the cutting edge and has remained well aligned with our thinking and risk assessments. We do look around every year, but we end up staying with Trend Micro."

### Next Steps

The technology team at Salford was excited about the announcement of Trend Micro™ Deep Security, and is currently evaluating the solution's packet inspection capabilities along with other features that align with the City Council's security goals.

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Salford City Council

### DEPLOYMENT ENVIRONMENT

- City corporate offices, schools, libraries, public safety, and more
- 5000 PCs for employees; 5000 PCs for education (shared by staff and 40,000 students)
- Trend Micro Enterprise Security for Endpoints
- Trend Micro InterScan Messaging Security Virtual Appliance
- Trend Micro InterScan Web Security solution

### Company Profile

The city of Salford, England covers 37 square miles and is home to some 220,000 people. The city's history stretches back to 923AD, and today Salford is an important part of the economy and culture that is advancing the northwest region of the country. Salford City Council strives "to create the best possible quality of life" for the local residents, and is a leader in delivering innovative services including e-Government. Salford City Council and its partner, Urban Vision, received a top award in 2008 in the public-private partnership category.

### Trend Micro Security

- **Trend Micro Enterprise Security**  
<http://us.trendmicro.com/us/home/enterprise/>
- **Trend Micro Smart Protection Network**  
<http://www.smartprotectionnetwork.com>
- **Trend Micro Enterprise Security for Endpoints**  
<http://us.trendmicro.com/us/products/enterprise/security-for-endpoints/index.html>
- **Trend Micro InterScan Messaging Security Virtual Appliance**  
<http://us.trendmicro.com/us/products/enterprise/intercan-messaging-security-virtual-appliance/index.html>
- **Trend Micro InterScan Web Security Suite**  
<http://us.trendmicro.com/us/products/enterprise/intercan-web-security-suite/index.html>



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