

# Dealership Controls Internet Activity for Employees and Customers

The newest release of Trend Micro™ InterScan™ Web Security boosts visibility; provides flexible application control.

*“With phishing and other scams becoming more prevalent, we have to do all we can... Trend Micro’s latest enhancements to InterScan Web Security are a big step forward.”*

—Jay Jensen, Chief Information Officer, Director of IT, Sierra RV Corporation

## EXECUTIVE SUMMARY

**Customer Name:** Sierra RV Corporation

**Industry:** Vehicle Sales and Service

**Location:** Sunset, Utah

**Web site:** [www.sierrarvsales.com](http://www.sierrarvsales.com)

**Number of Employees:** 54

## CHALLENGE:

- Minimize liability by protecting customers from inappropriate web content
- Restrict employees’ web activity to appropriate work-related sites during work hours
- Allow exceptions on case-by-case basis, and during appropriate hours (lunch time, breaks, after hours)
- Simplify security to minimize operating costs
- Avoid taxing endpoints with overhead-intensive on-site security software

## SOLUTION:

- Upgrade to the new Trend Micro InterScan Web Security gateway solution

## BUSINESS RESULTS:

- Increased control over Internet activity and related applications
- Visibility and statistics that highlight risky Internet behaviors
- Flexible settings for password overrides, web usage quotas, and other settings that increase privileges without compromising company policies
- Extended life cycles for PCs (one to two years longer), by taking advantage of in-the-cloud protection

## Challenge

The technology team at Sierra RV Corporation is often asked to meet seemingly conflicting objectives. They are continuously pressured to do more with less. They have to give employees access to the web, but protect business assets from web attacks. And they must open their network to customers, while minimizing the risk of lawsuits that could result if any of them were exposed to any unsuitable content.

Without creating an adversarial stance with employees, the technology team at Sierra RV must introduce security solutions that foster safe online behaviors and business practices. To manage the security solutions and enforce security policies, Sierra RV looks for solutions that help them monitor threat activity and gain insights into employee Internet behaviors.

“With the changing nature of threats, and the disturbing increase in cybercrime activity in our area, we are always challenging ourselves to improve our web security,” said Jay Jensen, the chief information officer and acting director of IT for Sierra RV.

## Solution

Many years ago, Sierra RV switched to Trend Micro endpoint security. Today, Trend Micro™ Worry-Free™ Business Security protects all of the company’s desktops, laptops, and servers.

Worry-Free Business Security is powered by the Trend Micro™ Smart Protection Network™ security infrastructure, which gives Sierra RV advanced protection from the Trend Micro cloud. Threats are blocked in real time, before they reach the dealership. Smart Protection Network’s unique cloud-client architecture includes a global network of threat intelligence sensors, collecting and correlating email, Web, and file reputation information to dramatically reduce infections.

“Worry-Free Business Security, together with an early version of Trend Micro InterScan Web Security, kept us well protected. However, we wanted to take web security to the next level,” said Jensen. “When we recently evaluated the newest version of InterScan Web Security virtual appliance, we discovered that the Trend Micro solution had evolved to become even more flexible, with a lot of new options for mitigating Internet risks.

“We deployed the new InterScan Web Security, in transparent bridge mode, and not only do I have a lot more control over Internet applications, but I get real-time traffic statistics for inbound and outbound activity. Before, I was making a lot of guesses about what our employees were doing. Now, InterScan Web Security and the Advanced Reporting and Management module identify those users that are consuming the biggest share of our network bandwidth, and show me what sites are being visited and what applications are being used. I can control Internet-related activity and make sure that it is all work-related and appropriate.”

The new application control features automate the discovery process for Sierra RV, saving time for the IT staff. “Previously, I had to look through logs, identify the sites that employees were visiting, and then manually set access restrictions,” said Jensen. “InterScan Web Security lets me automatically block activity for non-work-related applications like iTunes or social networking sites. And Trend Micro keeps the lists of related applications up to date for me. It is fast and easy.”

Sierra RV also takes advantage of the deep web content security features introduced in the new release of InterScan Web Security. “We have enabled the default policies right now, letting InterScan Web Security filter out any offensive or questionable content,” said Jensen. “As we tune the policies, the gateway solution will help us give customers safe online experiences when they are using our network.”

## Results

Besides improved visibility and control, the new InterScan Web Security solution gives Sierra RV more flexibility when it comes to configuring security.

“Password override makes it possible for our management team to make exceptions to the rules on a case-by-case basis,” explained Jensen. “And hourly quotas allow us to give employees some access to the popular sites, for example during their lunch hours and breaks. The IT team was always at odds with employees; we had to completely block Internet activity and they were looking for ways to get around our security measures. Now, we have the control we need with InterScan Web Security; we can allow a reasonable amount of web surfing while still improving productivity.”

Bottom line, security is about minimizing risks. Sierra RV stays with Trend Micro solutions because they help stop threats before they even get to an on-site security solution.

“With in-the-cloud threat protection, InterScan Web Security stops threats on the web and only brings in content from sites that are deemed safe,” said Jensen. “This is a much better strategy for security.”

“With phishing and other scams becoming more prevalent, we have to do all we can to protect our business from malicious Internet activity including attempts to steal our data or expose us to liability risks. Trend Micro’s latest enhancements to InterScan Web Security are a big step forward.”

The Trend Micro security solutions also help Sierra RV get more out of its investments in computer hardware. “Computers are a fairly large investment for us—so we aim for a refresh rate of four to five years,” said Jensen. “Since switching to Trend Micro solutions, we have seen very low overhead for security. In fact, some of our five-year old computers are faster today with Trend Micro security on them compared to when they were new and running security from the other leading security vendors.”

“With Trend Micro, we can keep our PCs longer since security doesn’t exceed the available system resources. And the users are still happy with the systems. The users can get on the Internet, and run business applications. Trend Micro’s efficient scanning, gateway protection, and in-the-cloud defenses minimize the endpoint resource consumed by security. Other vendors’ security exceeds the available resources on our older PCs, to the point where we would have to buy new PCs sooner. Trend Micro security just doesn’t do that, and therefore it allows us to keep our PCs longer.”

## Next Steps

Sierra RV is evaluating cloud services, and will be evaluating Trend Micro™ SecureCloud™ software to secure user experiences. “We try to be technology forward, and we recognize that virtualization and cloud services are very cost efficient when it comes to meeting some of our goals such as redundancy and disaster recovery,” said Jensen. “But the new approaches also introduce risks, especially when we have to give up control of our data. Trend Micro understands the risks, and they offer security solutions that give us the confidence to take advantage of new innovations.”

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## DEPLOYMENT ENVIRONMENT

- 1 location
- 48 PCs, 4 servers
- VMware vSphere (on two servers)
- Trend Micro Worry-Free Business Security
- Trend Micro InterScan Web Security Virtual Appliance 5.5

## Company Profile

Sierra RV is the largest family-owned-and-operated RV dealership in Utah. The company’s full-service sales, repairs, parts, and accessories departments all emphasize excellence and put customers first. Sierra RV’s offering of new and used vehicles includes motor homes, fifth wheels, travel trailers, toy haulers, and more. The dealership represents the top brand names in the industry, such as Monaco, Forest River, Four Winds, Dutchmen, McKenzie, and Heartland. The owners of Sierra RV have established a successful business that takes care of both employees and customers. Sierra RV is ready to help you with all of your RV needs.

## Trend Micro Security

- **Trend Micro Worry-Free Business Security Services**  
<http://us.trendmicro.com/us/products/sb/worry-free-business-security/index.html>
- **Trend Micro InterScan Web Security**  
<http://us.trendmicro.com/us/products/enterprise/inter-scan-web-security-virtual-appliance/index.html>

## Trend Micro Enabling Technology

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



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