A construction site is a difficult environment for computer equipment. Laptops and PDAs used by site supervisors are exposed to construction dust and weather conditions. Site offices are often located in temporary structures such as trailers, where space is minimal and the dusty outside air is not always completely sealed out. PCs are frequently moved from site to site, and connections to the Internet and to the main office are sometimes slow or unreliable.

For Gammon Construction Limited, a Hong Kong-based construction services company, such conditions are a part of everyday business, with dozens of construction sites active at any given time. Founded in 1955, the firm provides services for the entire lifecycle of a construction project.

Gammon's focus is on high-end residential and commercial projects, as well as public infrastructure such as roads, bridges, and tunnels. With US$1 billion in annual turnover and 2,000 full-time employees, Gammon projects can be found throughout mainland China, Hong Kong, Macau, and Singapore—some of the fastest-growing economies in the world.

Responsibility for Gammon's far-flung IT infrastructure falls on the Head of IT Horace Chu, who oversees a team of approximately 50 staff responsible for application, network, and infrastructure services. Chu built more than 15 years of IT experience with several large and small firms before joining Gammon in 2007.

Architecting endpoint security

When Chu arrived at Gammon, he quickly saw the need to upgrade the firm's infrastructure in several key areas, and endpoint security was a top concern.

“We do not have virus infections very often,” says Chu, “but when we do, it can be chaotic.”

And now more sophisticated threats such as trojans, worms, and denial-of-service attacks present even greater challenges to Gammon's infrastructure. At the same time, the increased use of wireless connectivity, laptops, and PDAs increases the complexity of the endpoints to be protected.

Gammon's endpoints were previously protected by Trend Micro AntiVirus, and intrusion protection was accomplished with hardware-based port security. Unfortunately, the hardware solution required a lot of staff time to operate, and its lack of a central console meant that Chu's team was unable to verify efficiently whether the branch offices and

**Gammon Construction Project File**

- **Founded**: 1955
- **Service Area**: China, Hong Kong, Southeast Asia
- **Full-time Employees**: 2,000
- **Annual Turnover**: US$1 billion
- **Marquee Projects**: The Venetian Macao-Resort-Hotel, Sky Pier at the Hong Kong International Airport, Hong Kong–Shenzhen Western Corridor, OnePeking, Shanghai IKEA store, renovation of Bangkok’s Oriental Hotel
keepers of software licenses efficiently to ensure that each employee maintains a healthy bottom line and office workers at One Peking.

Chu realized that management of assets, inventory, applications, and software delivery needed to be automated. “We had relatively inaccurate records about our IT assets because we relied on manual processes,” Chu recalls. “We needed better access to information about what was out there.”

In October 2007, Chu's team turned to Symantec's Altiris product line for help, implementing several solutions concurrently with Symantec Endpoint Protection. As a result, Gammon is now able to track all IT assets—as well as the financial data associated with them—from acquisition to disposition.

For data center servers, Chu's team can now track hardware, configurations, operating system settings, and installed software packages. For PCs and laptops, every aspect of the delivery of software packages, updates, and patches can now be automated.

Building business value results
Only a few months after deployment, Chu's team has seen fewer security incidents requiring remediation, partly due to the 24-hour support from Symantec Enterprise Support Services, all at the same total cost as Trend Micro's basic support package. And Chu and his team expect Gammon's security posture to improve further with the rollout of Symantec Endpoint Protection's advanced features.

Enhanced security also brings a financial benefit to Gammon. Chu expects that the firm will save considerably on IT Support Desk staff time in dealing with intrusion prevention and malware remediation issues. Significant IT staff time will also be saved in the creation of vulnerability reports that are now automated.

Gammon also expects to see significant savings by discontinuing a vendor contract to track IT assets, and by eliminating the need for local management of operating systems, applications, patches, and upgrades.

Reaching a final design: Relationship building
Projects managed by Gammon Construction touch millions of people in Asia, from drivers on the Hong Kong-Shenzhen Western Corridor to guests at Bangkok’s renovated Oriental Hotel, from residents of Shenzhen's Helping Hand Elderly Home to shoppers and office workers at One Peking. Underlying that success is an evolving IT infrastructure and a commitment to maintain it securely and efficiently.

“We’re in the process of consolidating a lot of things at Gammon,” Chu asserts. “We’re standardizing on a single brand and operating system for our servers, and we’re looking to establish strategic relationships with select vendors in other areas. Standardizing on Symantec for endpoint security and endpoint management has been beneficial for Gammon Construction.”

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