



**CUSTOMER SUCCESS**

# Grupo Lamosa

## Enhancing Web Security with Symantec Reclaims Tens of Thousands of Hours of Productivity per Year

As Grupo Lamosa expanded, it needed to minimize threats and risks from the Web, improve endpoint security, and enhance the ability to restore data and servers. The company turned to Symantec solutions for results that include 28,000 Web-borne threats blocked in the first 10 months, fourfold faster server recoveries, no disruption from malicious code on protected systems, and tens of thousands of hours of employee productivity reclaimed each year, for 100 percent payback.

### Protecting more than 930 employees

The Web connects businesses with partners, suppliers, customers—and hackers. It opens the door to major rewards—and major risks.

In 2008 alone, Symantec identified 12,888 website-specific vulnerabilities that can be exploited by hackers to compromise a website or modify its pages.<sup>1</sup> A vulnerable Web page can be injected with malicious code that downloads onto a visitor's system in the background while that page is being viewed. This type of attack can lead to identity theft, financial fraud, and corporate espionage.

Businesses need to minimize Web-based risks, and at the same time, many businesses want to enforce Web acceptable use policies that maximize productivity. One such business is San Pedro, Mexico-based Grupo Lamosa.

The company began as small brick factory in 1890 and has now grown to 4,585 employees in a number of affiliated operations in the construction and real estate industries. The Web is an important tool for growth, and Grupo Lamosa wanted a stronger Web security solution.

“Our existing Web filtering solution was not catching enough threats,” says Ruben Figueroa Zambrano, an IT manager at Grupo Lamosa. “What’s more, we used the solution to administer a white list that restricted the sites our employees could visit. But the white list needed to be coordinated by 10 members of our IT team who cover our 22 locations. It was difficult to ensure the list was updated and enforced consistently everywhere.”

### ORGANIZATION PROFILE

- Website:** [www.lamosa.com](http://www.lamosa.com)
- Industry:** Construction
- Headquarters:** Monterrey, Nuevo Leon, Mexico
- Employees:** 4,585

### SYMANTEC SOLUTIONS

- Web Security
- Endpoint Security
- Data Protection

### Why Symantec?

- Hosted solution reduces server purchases and IT staff time
- Simpler, faster deployment
- Multiple industry-leading solutions from one vendor
- Increased control reclaims productivity

The team looked for a better solution. Grupo Lamosa already has Symantec™ Endpoint Protection installed to integrate technologies such as antivirus, antispysware, firewall, intrusion prevention, device and application control on its endpoints. “We wanted to expand our threat protection with an additional, centralized solution that would catch Web-based threats before they reached endpoints or entered the company’s IT infrastructure,” Figueroa explains.

### Delaying up to \$30,000 in server costs

After evaluating a number of solutions, the team chose MessageLabs™ Hosted Web Security, a Symantec Hosted Service.

The team ruled out hosting their own solution. “An in-house solution could have potentially required us to purchase another server for each of our 22 locations,” says Rogelio Betancourt, also an IT manager at Grupo Lamosa. “We would use the servers for other purposes besides this application, but by using a hosted Symantec solution instead, we lighten our processing demand and delay the purchase of another \$6,000 server at each location.”

MessageLabs Web Security also saves staff time. “We’ve seen that an in-house solution requires up to 10 hours a week of IT administrative time to manage,” Betancourt notes. “That’s up to 520 IT staff hours per year now available for more strategic tasks.”

### Deploying painlessly

The team evaluated several hosted Web security services and determined that MessageLabs Web Security would be the easiest to set up and administer.

“We rolled out the MessageLabs Web Security solution to all 22 Grupo Lamosa locations in about two weeks, and it required only about two days of total IT staff time,” reports Betancourt. “I just enter a policy, enter the approved Web pages, and mark the filters. It’s very easy.”

## SOLUTIONS AT A GLANCE

### Key Challenges

- Enhance protection against threats at the Internet and endpoints
- Increase employee productivity
- Reduce IT overhead
- Improve data protection and server recovery

### Symantec Products

- MessageLabs™ Hosted Web Security
- Symantec™ Endpoint Protection
- Symantec™ Mail Security for Lotus Multi-Platform Edition
- Symantec™ Mobile AntiVirus for Windows® Mobile
- Symantec™ AntiVirus for Macintosh®
- Symantec Backup Exec™
  - Agent for Lotus Domino
  - Agent for Microsoft SQL Server
  - Agent for Microsoft Hyper-V
- Open File Option
- Symantec Backup Exec™ System Recovery Desktop Edition
- Symantec Backup Exec™ System Recovery Server Edition

### Symantec Services

- Symantec Education Services
- Symantec Essential Support Services

### Symantec Partner

- MCS ([www.mcsnet.com.mx/](http://www.mcsnet.com.mx/))
- Perifericos Electronicos ([www.perifel.com.mx/Pages/default.aspx](http://www.perifel.com.mx/Pages/default.aspx))

### Technology Environment

- Server platform: HP ProLiant DL380 running Microsoft Hyper-V and Microsoft Windows 2008
- Applications: Baan ERP, QAD MFG/Pro
- Databases: Oracle 9.11
- Storage: Outsourced SAN, HP direct attached storage
- Tape Library: HP StorageWorks 1/8 920

## BUSINESS RESULTS AND TECHNICAL BENEFITS

### Security and data protection

- 28,000 Web-borne threats blocked in first 10 months
- No disruption from malicious code since deployment on protected systems
- Fourfold faster server recoveries

### Operational and cost efficiency

- 100% payback because Web filtering reclaims tens of thousands of hours of employee productivity
- Projected ability to delay up to \$30,000 in server purchases
- Up to 520 IT staff hours available for more valuable tasks
- 30% reduction in endpoint security licensing fees

The IT staff has created a white list of more than 60 approved websites, and expands this list as needed. “Dashboard reporting from MessageLabs Web Security shows us a list of the top 20 websites requested by employees but denied to them, and we can add sites from this list to our white list as appropriate,” Betancourt explains. Employees who attempt to access a non-approved site receive a notice that it is blocked along with a copy of the company’s browsing policy.

“By being able to restrict Web access with a browsing policy and filter, MessageLabs Web Security is enabling us to reclaim tens of thousands of hours of increased productivity per year. The solution quickly paid for itself.”

### Rogelio Betancourt

IT Manager  
Grupo Lamosa

**“In the 10 months since deploying MessageLabs Web Security, it has identified and blocked 28,449 instances of malicious code on the Web, and we’ve had no damage from Web-based attacks.”**

**Rogelio Betancourt**

IT Manager  
Grupo Lamosa

**Blocking 28,000 threats in 10 months**

Benefits from the new solution have been substantial. MessageLabs Web Security uses multiple commercial anti spyware and anti-virus engines which it automatically and continually updates to scan Web content for malware and block known threats. And it uses proprietary Skeptic™ heuristic technology to guard against new and converging threats.

At the same time, it checks all Web requests against a sophisticated policy engine and URL categorization database to ensure appropriate content remains accessible while restricted content is carefully controlled. Support for roaming users extends protection and policy enforcement to employees who access the Internet from outside the corporate network.

As a result, Betancourt reports, “In the 10 months since deploying MessageLabs Web Security, it has identified and blocked 28,449 instances of malicious code on the Web, and we’ve had no damage from Web-based attacks. It has also blocked 21 million Web pages not on our white list.”

Another key requirement is being met. “We have experienced no performance degradation,” Betancourt adds. “Our employees notice no difference between direct Web access and access by proxy via the hosted Symantec solution.”

**Reclaiming tens of thousands of hours of employee productivity**

The biggest benefit is maximized productivity, notes Betancourt. “By being able to restrict Web access to business-essential, white-listed sites, we estimate that MessageLabs Web Security is enabling us to reclaim as much as a half-hour of productivity per employee per day,” he explains. “This adds tens of thousands of hours of increased productivity per year. The solution quickly paid for itself.”

**Enhancing endpoint protection**

To further protect against threats, Grupo Lamosa has been using Endpoint Protection on desktops and laptops for years. Since deployment, there has had no significant disruption from malicious code on systems that have been updated with the solution.

The device control feature of Endpoint Protection enables the team to restrict the use of USB memory sticks, which in the past have been used to introduce malware into the network. “One of our companies had been experiencing 5 to 10 USB device-related security incidents per year,” says Betancourt. “With Endpoint Protection, we have eliminated those problems.”

The effectiveness of Endpoint Protection, and the ability to administer it centrally from a single management console has reduced security administration time by 10 to 20 percent a week, Betancourt estimates.

**Symantec Backup Exec online self-help simplifies data protection**

About five months ago, Betancourt and the IT team needed to replace their existing backup solution. Its license procedure was too expensive and complex, and the company was discontinuing its backup option for laptop and desktops.

The team now uses Symantec Backup Exec™. “We’re successfully backing up about 500 gigabytes per day at seven locations,” says Betancourt. “Backup Exec will save us 30 percent in licensing fees over our previous solution.”

Backup Exec also saves time with its knowledgebase. “When there is an issue, the Backup Exec interface displays a link to the solution,” says Betancourt. “It has a very complete knowledgebase with excellent self-help. I would estimate we used to spend 20 hours a year addressing backup issues, but with the online support of Backup Exec, that will go down to just two or three hours a year.”

The Backup Exec Open File option provides ongoing backup of open files. The Agent for Microsoft SQL Server enables continuous protection of SQL databases, eliminating the daily backup window for SQL server. The Agent for Microsoft Hyper-V enables Backup Exec to quickly restore individual virtual files and folders from a single image-level backup of Grupo Lamosa's Hyper-V environment, eliminating the time and storage requirements of a second file-level backup.

### Restoring servers fourfold faster

The IT team is also using Symantec Backup Exec™ System Recovery Server Edition for fast, image-based recovery of its most critical servers. "With Backup Exec System Recovery, server recoveries that used to take four to six hours now take less than one hour, and on dissimilar hardware if needed," observes Betancourt.

The team plans to use Backup Exec System Recovery Desktop Edition to back up Grupo Lamosa's desktops and laptops automatically, without disrupting employee productivity.

### Supporting success

For help deploying Symantec data protection solutions, Grupo Lamosa turned to Symantec Partner MCS, based in Monterrey, Mexico. "MCS provides valuable support," Betancourt says.

Grupo Lamosa turned to Symantec Education Services to tackle a different challenge. "We were having an issue updating Endpoint Protection in all our locations," Betancourt recalls. "An outside consultant tried several times to fix the issue and could not. So we sent an IT team member to a Symantec Education Services class, and he came back and solved the issue. The class was very valuable."

The most important overall benefit is added confidence, Betancourt says. "Because Symantec is a leader in its business, we're comfortable depending on it to protect our data, systems, and infrastructure," he says. "With Symantec solutions, we spend less time fixing IT-related problems and have more time to devote to tasks and projects that are more valuable to the business."

**“With Backup Exec System Recovery, server recoveries that used to take four to six hours now take less than one hour, and on dissimilar hardware if needed.”**

#### Rogelio Betancourt

IT Manager  
Grupo Lamosa

<sup>1</sup> Symantec Corporation: Symantec Internet Security Threat Report. Trends for 2008. Volume XIV. Published April, 2009. Symantec.com visited March 12, 2010