

SYSTEX Corporation



Blocking About 2,000 Threats a Week with Solutions from Symantec

SYSTEX Corporation is Taiwan's biggest systems integrator, with offices in China, Hong Kong, and throughout Southeast Asia. That geographic reach posed a problem, though, when traveling executives brought back malware on their laptops. Now Symantec Endpoint Protection keeps laptops and desktops safe, blocking some 2,000 threats every week. It's also cut security administration time to two or three hours a week and reduced downtime for users. SYSTEX is currently testing Symantec Network Access Control, which would help enforce IT policies.

Leading Systems Integrator

Eleven-year-old SYSTEX Corporation is a leading IT service provider, based in Taiwan. SYSTEX serves its business clients with a wide range of technology services: outsourcing, infrastructure, project management, and software development and integration. SYSTEX is a Symantec Platinum Partner and has a total of 2,900 employees, nearly all of whom use desktops and/or laptops. The company boasts a total of 48 branch offices, in Taiwan, China, Hong Kong, and elsewhere in Southeast Asia.

That geographic distribution presented a problem when traveling executives returned to the main office, where 1,930 Systex employees work: their laptops had sometimes picked up extra passengers along the way. "Our employees travel across mainland China and Taiwan, and they often brought back viruses or other threats after business trips," says Hammer Lee, IT director at SYSTEX. "That was a very serious problem because the viruses could get into our network. We needed reliable solutions to protect our endpoints."

The company had a Trend Micro security system in place, but it was due for an update. So in late 2007, SYSTEX began evaluating new endpoint security solutions from Trend Micro, Microsoft, and Symantec. "The first issue we looked at was accurate virus protection," Lee says. "The second was ease of deployment. And the third was maintenance labor hours."

Symantec™ Endpoint Protection 11.0 turned out to be the right choice, Lee says. "Symantec Endpoint Protection combines many functions into a single solution that is right for our needs. The other solutions did not provide as many functions in a single product." Another important factor is that Symantec Endpoint Protection features TruScan™ Proactive Threat Scan technology, which can block zero-day threats even before they've been identified and added to definition lists.

ORGANIZATION PROFILE

Symantec Platinum Partner SYSTEX Corporation (www.systex.com.tw) was founded in 1997 and is a leading IT service provider in Taiwan. SYSTEX also provides a wide range of services, including outsourcing, infrastructure, project management, and software development and integration. The company has 48 branch offices in Taiwan, China, Hong Kong, and throughout Southeast Asia. In all, SYSTEX has 2900 employees.

INDUSTRY

Technology

SOLUTION

Backup and Recovery
Data Loss Prevention
Endpoint Security
Storage Management

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Hammer Lee

IT Director
SYSTEX Corporation

Symantec Endpoint Protection helps SYSTEX Corporation comply with financial regulations.

Blocking 2,000 Threats a Week

Thanks to the reporting features of Symantec Endpoint Protection, Lee knows that the software is blocking about 1,500 security threats every week on average. Previously, there were disruptions from malicious code that managed to get through the older security system, but this has not happened since deploying Symantec Endpoint Protection.

The company has also activated the firewall and intrusion prevention features of Symantec Endpoint Protection, so that each desktop and laptop has its own protection, even when away from the network. In addition, some key computers in SYSTEX headquarters have been blocked from downloading malicious dynamic link library (DLL) files. That means a reduction in maintenance time, since SYSTEX IT staff no longer has to deal with removing these files.

In general, says Lee, the switch to Symantec Endpoint Protection has reduced the time it takes to manage the company's network and endpoint security. "It usually takes two to three hours a week to view reports and handle any current situations," he says. That's a lot less administration time than with the previous solution. "Previously, we had to manually treat PCs during virus outbreaks and we found many Trojans and viruses which the previous system hadn't blocked," he says.

Another key benefit of Symantec Endpoint Protection is its ease of administration from a single console, Lee says. "We have a lot of employees who provide IT services for our customers, so they need administration rights on their desktops," he explains.

With Symantec Endpoint Protection in place, it's easier for IT staff to help SYSTEX with regulatory compliance, Lee adds. "We have some security regulations we need to obey because our company has gone public," he says. "It's made it easy to implement the hardware and software controls at the infrastructure level."

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SOLUTION AT A GLANCE

Key Challenges

- Improve security, especially for traveling laptops
- Prevent disruptions from malicious code
- Decrease IT labor for security maintenance
- Deploy solution from single console
- Eliminate downloading of dangerous files
- Support regulatory compliance
- Reduce downtime for desktops and laptops

Solution

Improved security, added firewall, and implemented policies for regulatory compliance

Symantec Products

- Symantec™ Endpoint Protection 11.0
- Veritas NetBackup™
- Veritas Storage Foundation™

Symantec Services

- Symantec Essential Support Services

Technology Environment

- Applications: SYSTEX-created CRM, Time Card and Project Collaboration Center systems
- Databases: Oracle 9i, MS SQL 2000 & 2005, IBM DB2, IBM Informix, MySQL
- Servers: Approximately 100 servers, including IBM eServer xSeries 346 and 336; HP ProLiant DL380 and DL360; Sun Fire X2200 M2 Server, ASUS tower server, Acer tower server, running IBM AIX, SCO OpenServer 5, Red Hat Enterprise Linux, SUSE Linux Enterprise from Novell, and Microsoft Windows Server 2003 and 2008
- Storage: ExpreStor ES4316S disk array, with ExpreStor ES7700 NAS; Overland OV-LXN101007 tape library

BUSINESS VALUE AND TECHNICAL BENEFITS

- Traveling laptops are now secure
- Blocking about 2,000 security threats per week
- Preventing downloads of dangerous DLL files
- Cut administration time to 2-3 hours per week, a significant reduction
- Regulatory compliance controls now implemented
- Reduced desktop and laptop downtime

Testing Symantec Network Access Control

SYSTEX is currently testing Symantec™ Network Access Control, which integrates seamlessly with Symantec Endpoint Protection and can be managed from the same console. Assuming the test is successful, that application will give the IT department even better control over the company's endpoints via an instant upgrade with no additional client software deployment.

"We will use Symantec Network Access Control to enforce our IT policies, such as installing patches for Microsoft Windows and Office, and virus updates," Lee says. "Since it can quarantine and automatically remediate an endpoint that is infected or out of date on its patches, it could enable our employees to connect their laptops back into our network after business trips. I can also use it to make sure our users with administrative rights follow our regulations and policies."

Helping both IT and Users

As a Symantec partner, SYSTEX provides Symantec Education Services locally, so the company already had the knowledge in-house of how to best deploy Symantec Endpoint Protection. SYSTEX uses Symantec Essential Support Services for 24-hour, seven-day-a-week support. "We have used it several times, and gotten help from Symantec engineers," Lee says.

In addition to Symantec security solutions, SYSTEX uses Veritas NetBackup™ to back up its key data across its network, and Veritas Storage Foundation™ to manage storage across various operating systems and storage devices. Symantec Endpoint Protection has been a benefit to everyone in the company, Lee says. "It helps every IT employee in our organization save time. And it helps our users too, because we spend less time treating their laptops and desktops to resolve security issues. So there is less downtime for them as well."