

Pyrotek Inc.

Hardening Worldwide Network Security While Cooling TCO with Symantec

Global manufacturer Pyrotek needed security for a network that spanned 75 locations, spread across nearly every continent. It chose Symantec as its single security provider worldwide, from firewall to desktop. The result is that dozens of security incidents are safely quarantined for each machine each week globally. Threats like the Sasser worm, which brought down the network of a prominent Pyrotek customer, have been arrested; and Pyrotek is achieving overall annual savings of \$184,500 through streamlined security administration, simplified server and workstation deployment, and simplified remote office backups.

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Michael Brandley

Network Operations Manager
Pyrotek

Pyrotek’s products can take the heat. The question was, could its network?

The fast-growing company is a global manufacturer based in Spokane, Washington. It wanted its worldwide data network to be hardened and resilient—much like the specialty materials it makes that insulate machinery during high-heat manufacturing.

Imagine the creation of steel in a foundry, for instance, at the moment when molten metal is poured into a bucket. The reason the bucket doesn’t melt is that it has a liner likely made by Pyrotek, the leader in its field. Pyrotek’s special materials protect equipment used not just in steel manufacturing, but also in the processing of aluminum, iron, and glass.

Economies around the world are hungry for steel, aluminum, iron, and glass. Because of rising demand and aggressive acquisitions, Pyrotek has seen its business grow from \$95 million to \$200 million annually over the past five years, serving customers such as Alcoa, Alcan, and Corning. Pyrotek’s 75 locations that span nearly every continent were chosen to be close to customers’ factories. Its worldwide staff, however, totals only 1,500 employees. Sixty-five of its locations are small offices or home

Company Profile

With headquarters in Spokane, Washington and 1,500 employees in 75 locations all over the world, Pyrotek (www.pyrotek-inc.com) provides insulating materials used in high-heat manufacturing of steel, iron, glass, and aluminum, by companies such as Alcoa, Alcan, and Corning.

Industry

Manufacturing

Solution

Information Security, Systems Management, Data Protection

An all-Symantec global security solution shields Pyrotek from network threats while achieving ongoing cost savings of \$184,500 per year

offices manned by skilled metallurgists. They spend most of their time inside nearby customer factories, solving problems.

Hanging by a thread — of communication

With Pyrotek's far-flung network, observes Michael Brandley, network operations manager at Pyrotek, his 13-person information services group has a unique challenge: "We face many of the complexities of a large global enterprise with the budget of only a medium-size company to solve them."

Adding to the challenge, according to Brandley, Pyrotek may make several acquisitions in a given year. Brandley's team must quickly integrate new operations with their data networks, no matter how diverse, and make them secure.

The overall infrastructure that Brandley needs to protect currently includes 80 HP ProLiant servers (including ProLiant 1600, ProLiant DL380, and ProLiant ML370 G4), all running Microsoft Windows 2000 and 2003. The company's main application is Infor VISUAL Manufacturing for enterprise resource planning (ERP). IBM Lotus Notes software provides email and workflow, and for desktop productivity the company has chosen Microsoft Office running on Microsoft Windows XP.

Four years ago, Brandley decided that rather than just renew its Symantec AntiVirus licenses, as the company

had been doing since 1996, "we needed to take a global, holistic look at defining all of our security needs. Our firewalls needed to be talking to one another. All our sites and any incidents needed to be visible."

The company's security solution at that point was a mix of different hardware and software, including Cisco PIX security appliances, Cisco IOS software to manage firewalls and virtual private networks (VPNs), and Symantec AXENT™ Raptor™ firewall software. As Brandley's team studied the Raptor firewall, they appreciated its degree of protection, its simplicity, its intuitive management, and the stability of site-to-site static VPNs. They decided to roll it out globally. "We wanted to standardize on one tool instead of many different tools," Brandley says.

Looking for the big picture in security

Meanwhile his team reviewed vendors who could provide Pyrotek with a global security assessment. They evaluated AT&T, which along with IP services, promised to provide them with managed security and firewalls. Outsourcing security had an appeal. "But we already had Symantec in place," Brandley says. "After looking at the performance, cost-efficiency, and comfort we have with our Symantec AntiVirus™ solution and firewalls, we decided to choose Symantec as a single platform for our security needs."

"We really didn't look closely at companies like McAfee or Trend

“We wanted visibility and protection from the point where packets arrive at the firewall all the way through to the desktop. To my knowledge, only Symantec has a range of solutions broad enough to do the job.”

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Network Operations Manager
Pyrotek

Micro,” he continues, “because they didn’t offer complete solutions. We wanted visibility and protection from the point where packets arrive at the firewall all the way through to the desktop.”

Brandley asked Symantec to refer him to a value-added reseller (VAR) that could assist Pyrotek with a global security assessment. Symantec recommended Advanced Internet Security, Inc. (AIS), based in Colorado Springs, Colorado. As Brandley learned about AIS, he liked the fact that its staff had earned extensive Symantec security certifications “I wanted someone with expertise not just in security,” he says, “but also in the specific products that we wanted to use.” As a result, Brandley’s decision to work with AIS was an easy one.

Deploying global security

After reviewing Pyrotek’s network and challenges, AIS recommended that

the company implement several of Symantec’s security solutions that work together to give Brandley the single point he needed from which to see and manage security worldwide.

Symantec’s security solutions were designed to work together because no standalone security product can protect, contain, and remove today’s blended security threats, such as the Nimda worm virus. A blended threat transmits itself through several modes, such as a combination of email with the technique of overflowing buffers to move from machine to machine. “Our Symantec enterprise security family of products works together against blended threats,” Brandley says. “A Symantec configuration collects and manages security information, such as intrusion or virus alerts, from all products and displays them on one central console.”

A key component of Pyrotek’s security solution has been its Symantec Enterprise Firewall software. The firewall provides centralized policy configuration management, logging, alerting, and reporting for all security functions. AIS teamed this product with Symantec Advanced Manager for Security Gateways software to provide secure, centralized, Web-based management of Pyrotek’s security gateway deployments.

Meanwhile, Symantec Event Manager for AntiVirus software provides centralized, cross-tier logging, alerting, and reporting for Pyrotek’s worldwide deployment of Symantec

SOLUTION AT A GLANCE

Business Drivers

- Support market leadership and aggressive growth by ensuring global information integrity
- Reduce global total cost of ownership (TCO) of security solutions
- Reduce global IT systems management overhead

Technology Challenges

- Harden defenses proactively against worldwide network security threats
- Simplify and centralize global security administration while lowering TCO
- Streamline integration of security for acquired, dissimilar operations
- Improve centralized IT repair, restore, and backup capabilities

Symantec Products

- Symantec™ Enterprise Firewall
- Symantec AntiVirus™ Enterprise Edition
- Symantec™ Client Security
- Symantec™ Gateway Security 5400 series
- Symantec™ Advanced Manager for Security Gateways
- Symantec™ Event Manager for AntiVirus
- Symantec pcAnywhere™
- Symantec Ghost™ Solution Suite
- Symantec Backup Exec™

Technology Environment

- Applications: Infor Visual Manufacturing (Enterprise Resource Planning), IBM Lotus Notes (email and workflow), Microsoft Office
- Databases: Microsoft SQL Server 2000 and SQLBase Visual Manufacturing, FAS for Asset Management, Dunn & Bradstreet Customer Credit, and various IBM Lotus Notes databases developed in house
- Server Platform: 80 HP ProLiant Servers (including ProLiant 1600, ProLiant DL380, and ProLiant ML370 G4), running Microsoft Windows 2000 and 2003
- Storage: HP Ultrium tape library

Symantec Services

- Symantec Gold Support (worldwide)
- Symantec Platinum Support (for Symantec Enterprise Firewall)

Symantec Partner

- Advanced Internet Security, Inc. (AIS), of Colorado Springs, Colorado

BUSINESS VALUE AND TECHNICAL BENEFITS

Enhanced Global Security

- Major potential damage avoided by blocking the Sasser worm that brought down a large customer
- A dozen security events safely quarantined per machine each week, preventing loss

Cost Savings

- \$11,000 saved using pcAnywhere to repair remote office server in Paris
- \$30,000 first-year and \$12,000 subsequent annual savings from Symantec Elite Program licensing discounts

Lower TCO

- \$45,000 annual savings from centralized administration with one security vendor
- \$120,000 in staff time saved annually with Ghost Solution Suite (\$2,000 per 5-machine site deployment, an average of 60 deployments per year)
- \$19,500 saved in backup staff time with Backup Exec
- A total of \$184,500 in ongoing annual savings from Symantec solutions

Return on Investment

- 100% ROI in 2 to 4 months for all Symantec solutions

AntiVirus™ Enterprise Edition software on servers and desktops. Symantec Client Security software provides a similar level of protection for the company's laptops, desktops, and mobile devices.

As Pyrotek's systems have become more complex through growth and acquisitions, it has deployed Symantec Gateway Security 5400 appliances at the main data center and at new locations, and has begun implementing them at existing locations as well. This next-generation firewall appliance combines full inspection firewall technology with anomaly-based intrusion prevention and intrusion detection, URL-based content filtering, award-winning antivirus, anti-spam, and IPsec-compliant virtual private networking technology for fully integrated enterprise protection at the gateway.

Finding peace of mind

"With one unified platform, I can see and manage everything going on globally with our firewall, desktops, and servers, instead of having to look on individual consoles," Brandley says. The single, consolidated command point brings him a sense of relief.

"You can't really put a value on knowing that your corporate information is safe," Brandley says, "especially considering how fast the number of threats is growing. From my Symantec security console, each week I see, on average, a couple dozen security incidents quarantined per machine, all over the world."

Any one of those threats can be severe. Starting in May 2004, for instance, the Sasser worm began doing billions of dollars worth of damage worldwide, including shutting

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down the network of one of Pyrotek's largest customers. Meanwhile, the Symantec security infrastructure at Pyrotek withstood repeated attacks, and Sasser was quarantined. "Fortunately, all we had to deal with was the fact that the Internet slowed down globally because of Sasser. We stayed in business." If Pyrotek's network went down for a day, Brandley estimates, losses might range anywhere from \$100,000 to \$200,000.

Repeat attacks repulsed

Dangerous attacks continue. "There have been some hackers who don't go away when they realize there are no open ports for them to get into," Brandley says. "We can actually use Symantec Enterprise Firewall software to filter those packets so they are stopped, or dropped, before they even get into the proxies."

Another benefit of the Symantec Enterprise Firewall is its approach to VPNs. "At any given time 15-20 percent of our salespeople are traveling," he says, "and it's vital we give them secure access." He points out that some competitive VPN solutions, such as Microsoft Point-to-Point Tunneling Protocol, require companies to open well-known ports and rely on the internal LAN to perform authentication. But VPN capability is built into the Symantec Enterprise Firewall. "With Symantec, authentication takes place on the outside," Brandley says, "and traffic doesn't get access until it's authenticated."

Now that he can see so clearly the kind of electronic incidents that are

occurring "in the wild," Michael Brandley has a growing appreciation for his global shield.

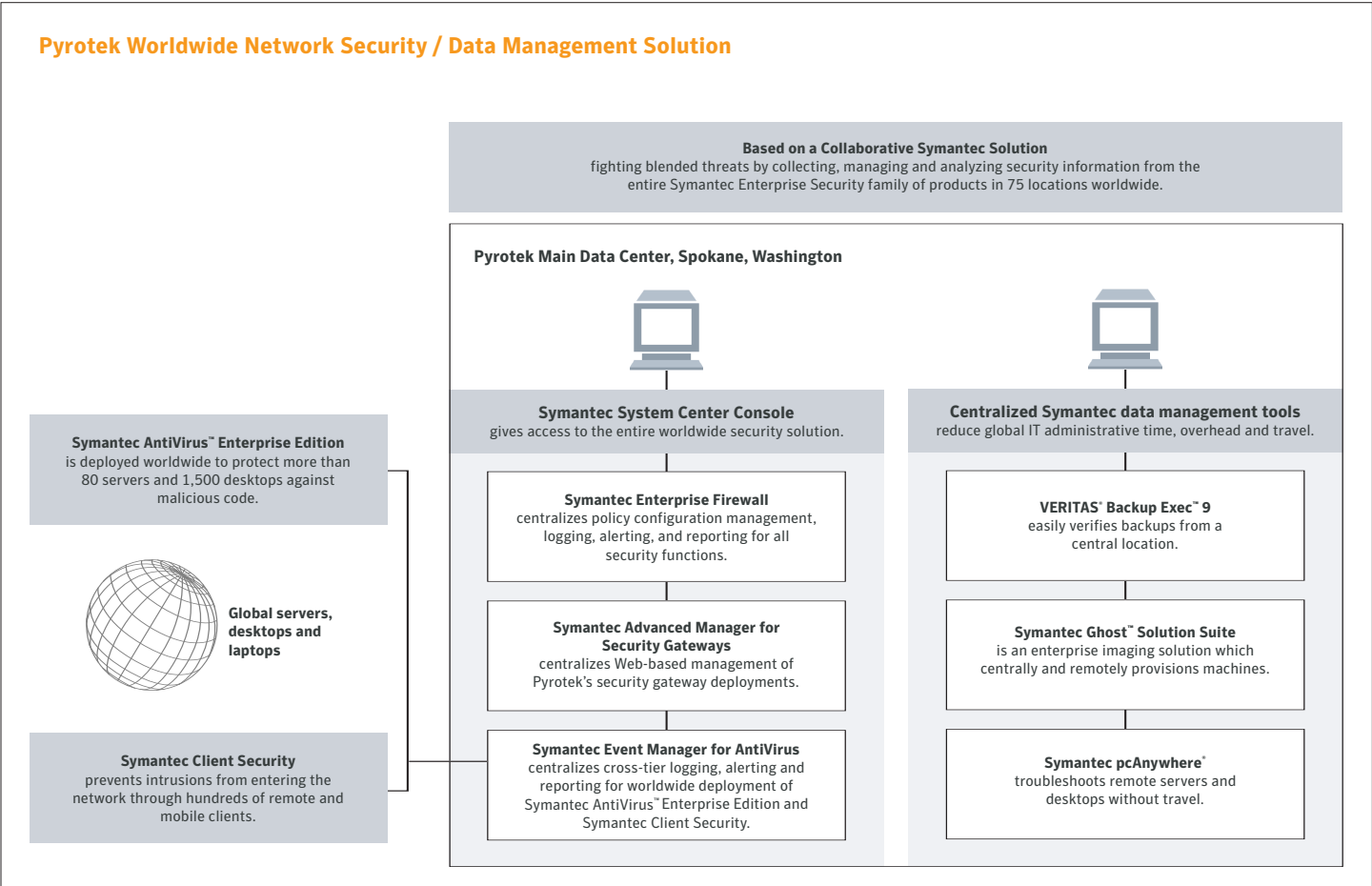
Cooling global security TCO

Besides the added protection, Pyrotek realizes a number of other benefits from centralized security administration. "Security administration time," Brandley says, "has been cut at least in half."

By centrally pushing security policy changes to existing sites, Brandley estimates that Pyrotek saves \$20,000 a year. The company has a preset security platform from a single vendor, which he can centrally deploy to newly acquired sites and remotely administer, saving another \$20,000

a year. In addition, having a single security platform reduces the training time needed globally by \$5,000 a year. In all, this integrated security solution achieves ongoing savings of \$45,000 per year.

In addition, Brandley's team uses Symantec Ghost™ Solution Suite, an enterprise imaging solution, to centrally and remotely provision machines. This saves four hours per machine. At an average of five machines per acquisition, Brandley calculates there's an additional \$2,000 savings per rollout. With an average of 60 rollouts per year, those savings add up to around \$120,000 per year.



More savings come from Symantec pcAnywhere software, which lets Brandley's small IS team troubleshoot remote servers and desktops without travel. When a Lotus Domino workflow server went down in the Paris office, for example, it was repaired remotely in two hours. "We were spared the cost of getting an IS person there from London, and losing the 10-person Paris office for a day. Symantec pcAnywhere saved us \$11,000 that one time alone."

Data protection complements information security

Another way Pyrotek ensures corporate information integrity is to use Symantec Backup Exec software. It was selected because of its reputation as the leading Windows data protection solution, and also allows Brandley's group to centrally monitor backups in Pyrotek's remote offices. "If a tape machine isn't working in Moscow, our technician in Spokane can see it from the Backup Exec console," he explains. "By reducing our technician time 15 percent, we save an additional \$19,500 a year."

AIS enrolled Pyrotek in the Symantec Elite Program, leveraging its global purchasing power for a licensing discount that meant first year savings of \$30,000, and an ongoing annual savings of \$10,000. By streamlining all license renewal globally into one agreement made every two years, Pyrotek saves an additional \$2,000 a year in administration time.

All in all, Pyrotek's total savings due to Symantec solutions add up to \$64,500 the first year and \$184,500 annually thereafter. Brandley estimates that his overall Symantec solution paid for itself in two to four months.

Symantec support delivers

Brandley is pleased with the results of his single-vendor global security strategy. "Symantec solutions and support have gone above expectations," Brandley says. Pyrotek chose Symantec Gold Support worldwide, with Symantec Platinum Support for the firewall at its data center in Spokane, Washington. "We once had some issues integrating our VPN with firewall authentication. Symantec didn't say, 'Oh, it's a configuration issue.' They sent patches, tested them, and then re-wrote a portion of the firewall firmware. I haven't seen that level of service from many other companies."

Brandley notes that AIS continues to deliver high value. "They're very good at seeing the big picture and helping us weigh our options. I also appreciate their skill at making sure we don't over-license or under-license."

Ensuring information integrity

Brandley feels that a Symantec corporate strength is the way it works closely with its VARs. "I respect the fact that reps from both companies

came onsite for a day, talking with us about our challenges and helping us leverage our current investments. They took the time to travel here and work with us rather than just trying to sell us licensing over the phone."

"In today's environment," he concludes, "I can't overstate the importance of having a security vendor we can rely on globally from firewall to desktop. We've found that in Symantec." ■