

Local Government Deploys Secure Virtual Desktops

County upgrades Trend Micro™ Enterprise Security for Endpoints to benefit from VDI awareness, small footprint, and extra security.

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— Steven Jones, Senior Systems Administrator, Dane County, Wisconsin

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EXECUTIVE SUMMARY

Customer Name: Dane County, Wisconsin
Industry: Local Government
Location: Madison, Wisconsin
Web Site: www.co.dane.wi.us
Number of Employees: 2,500

CHALLENGE:

- Take advantage of virtualized desktops, without compromising security
- Reduce the security burden on the virtual desktop servers
- Continually bolster protection against newly emerging threats
- Offload the network and the desktops to maximize productivity for County employees

SOLUTION:

- Update to the newest Trend Micro Enterprise Security for Endpoints
- Extend protection to virtual desktops using Citrix® XenDesktop® on VMware vSphere

BUSINESS RESULTS:

- Secure environment for gaining the benefits of VDI
 - Ability to increase density of virtual desktops per server (reduced security overhead within VDI environment)
 - Enhanced in-the-cloud protection for more immediate identification and blocking of threats
 - Streamlined management and ability to consolidate security servers
 - Future-proofed security (Windows® 7 optimizations; plug-in architecture)
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Challenge

Like any forward-thinking enterprise, the local government in Dane County expects its IT organization to stay on top of technology trends and help employees work as productively and as cost-efficiently as possible. Virtualization has therefore been a high priority for the County, allowing IT to reduce the number of physical servers, provision services in less time, and minimize the amount of administrative support required.

With the success of its server virtualization initiative, the County continues to investigate other virtualization techniques including virtual desktop infrastructure (VDI). However, this introduces some new challenges. Within its Citrix® XenDesktop environment, 20 to 30 virtual desktops on a VDI server could result in too much overhead for some security-related tasks such as system scans and downloading of updates. “One of the problems, when you have dozens of people running on a single server, is the extra load from multiple copies of security software,” said Steven Jones, senior systems administrator for Dane County. “This would defeat the purpose of VDI. To proceed with our project, we needed to be able to secure the VDI environment, and put as many people on a server as possible—without eating up too many cycles for security.”

Solution

The County, including the city of Madison, is a long-time Trend Micro customer and has deployed several Trend Micro Enterprise Security products and services. The solutions are powered by the Trend Micro™ Smart Protection Network™ infrastructure that delivers advanced protection from the cloud. Threats are blocked in real-time, before they reach the County’s infrastructure and employees’ desktops.

IT works with Trend Micro to address emerging technologies and approaches such as VDI, and were enthusiastic about the newest release of the Trend Micro™ OfficeScan™ software, the flagship product in the Trend Micro Enterprise Security for Endpoints solution. “Trend Micro OfficeScan has been enhanced with VDI awareness,” said Jones. “We couldn’t even consider testing VDI in our environment without a security product. Once again, Trend Micro is right there. Others haven’t even begun to address it, but Trend Micro has a handle on virtualization. Trend Micro’s commitment to virtualization is why we are with them.”

With early access to the enhanced OfficeScan product, the County has deployed its VDI test environment, and is also rolling out the new release to hundreds of other desktops within its production network. “We already have about 400 workstations protected by the

latest version of Trend Micro Enterprise Security for Endpoints, and we are really happy with the extra protection at the desktop,” said Jones. “We are a government agency; our systems host tax information and other very sensitive information. We can’t let anyone tunnel in through any back door. Trend Micro’s new release further strengthens our cloud-powered endpoint protection, with features like local web reputation. And we are taking advantage of the plug-in architecture to add more layers of protection including Trend Micro™ Intrusion Defense Firewall. By tracking with the latest Microsoft® Windows® and Office releases, the Trend Micro solutions also help us keep up with changes in our environment.”

Results

With the new OfficeScan, Dane County is confident with its VDI plans, which include virtualizing Citrix desktops over the next 12 to 18 months. “We are in the process of migrating to Citrix XenDesktop and we know that security is not going to be a problem,” said Jones. “We feel confident that Trend Micro OfficeScan makes this a non-issue. Other security vendors claim to have Citrix-aware or virtualization-aware security solutions but in reality they are testing these solutions on regular workstations—not in virtualized environments. Trend Micro, on the other hand, tests in fully virtualized environments.”

The latest Smart Protection Network enhancements are giving the County more immediate protection. “In the past, traditional security solutions were heavily focused on signatures and pattern matching,” explained Jones. “Now, so much happens on the fly. So we rely on Trend Micro tools that give us a much more dynamic security solution—with in-the-moment detection for catching zero-day threats and in general just giving us better control of our environments.”

“We don’t have anything to gain by saying it—we just really like Trend Micro Enterprise Security and we are going to stay with it,” said Jones. “Trend Micro has always been committed to security. They haven’t tried to solve enterprise back-up challenges, or become leaders in storage area network management. They have remained focused on security, and are leaders in security innovation. Trend Micro’s layered approach and commitment to virtualization makes it possible for any company to protect valuable assets and keep out threats.”

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DEPLOYMENT ENVIRONMENT

27 sites

800 PCs and 1,500 Citrix thin-client terminals;
70 Citrix servers, 110 Microsoft servers

Trend Micro Enterprise Security for Endpoints,
including Intrusion Defense Firewall Plug-In

Trend Micro™ ServerProtect™ for EMC® Celerra®

Trend Micro™ ScanMail™ for Microsoft® Exchange

Trend Micro™ Control Manager

Trend Micro InterScan Messaging Security
Virtual Appliance

Company Profile

The local Dane County government agencies serve more 450,000 citizens in more than 60 cities, towns, and villages. The county boasts some of the most wonderful natural resources in the United States, including pristine lakes and streams, prime farmland, and wonderful bike trails and parks.

Trend Micro Security

- **Trend Micro Enterprise Security**
<http://us.trendmicro.com/us/home/enterprise/>
- **Trend Micro Enterprise Security for Endpoints**
<http://us.trendmicro.com/us/products/enterprise/security-for-endpoints/index.html>
- **Trend Micro ScanMail for Microsoft Exchange**
<http://us.trendmicro.com/us/products/enterprise/scanmail-for-microsoft-exchange/index.html>
- **Trend Micro ServerProtect for EMC Celerra:**
<http://us.trendmicro.com/us/products/enterprise/serverprotect-for-emc-celerra/index.html>
- **Trend Micro InterScan Messaging Security Virtual Appliance**
<http://us.trendmicro.com/us/products/enterprise/inter-scan-messaging-security-virtual-appliance/index.html>
- **Trend Micro Control Manager**
<http://us.trendmicro.com/us/products/enterprise/control-manager/>

Trend Micro Enabling Technology

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



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