



Confidence in a connected world.



CUSTOMER SUCCESS

Crown Worldwide Group

Securing and managing 2,500 endpoints in 52 countries with Symantec and Asiasoft

Crown Worldwide operates its executive relocation and records management business in 250 offices across 52 countries. As business demands drove the need for faster service and tighter email security, the company replaced ineffective spam filtering and antivirus products with Symantec endpoint and messaging security solutions. This has helped reduce monthly spam volumes by nearly 1.3 million and the company is now free of disruption from malicious code. Convinced that the best way to gain true security is through endpoint visibility, the company is now adopting endpoint management across the enterprise.

Back in 1997, Chris Davis-Pipe left his native U.K. with a sense of adventure, looking to live and work in Asia for a few years. He landed a job in Hong Kong as a systems administrator at Crown Worldwide, an international relocation company, and became part of its three-person IT team that, back then, dealt mainly with email issues. Crown Worldwide's entrepreneurial spirit had resulted in far-flung offices that handled IT independently. Just as Davis-Pipe was joining the company, it had begun establishing IT standards and a corporate IT department.

Fast forward to 2010. Today Davis-Pipe is vice president of IT for Crown Worldwide. His IT team is responsible for the technology needs of 5,000 employees who provide relocation and records management services as well as third-party logistics from 250 locations in 52 countries.

Spam appliance solution on overload

Although Davis-Pipe's days as a systems administrator are long behind him, managing the increasing volume of email was still presenting challenges for the company. With much of the work conducted over email, it is a business-critical function. And because so much personal client information is transmitted through email, ensuring messaging security is also an imperative. However, the company's legacy spam appliance solution was resource intensive and unable to keep up with the monthly load of nearly two million emails.

"The vendor couldn't fix the issues we had with it, and the significant email delays were impacting service at our records management division," recalls Davis-Pipe. "The delays meant the department was pushing the strict SLAs it has in place with clients. It was clear we needed a new solution to secure and manage our email traffic."

ORGANIZATION PROFILE

Website: crownworldwide.com

Industry: Business Services

Headquarters: Hong Kong

Employees: 5,000

SYMANTEC SOLUTIONS

Endpoint Security

Messaging Security

Endpoint Management

IT Service Management

Why Symantec?

- Improves virus detection and eliminates disruption from virus outbreaks
- Eliminates email delays
- Provides visibility and control of endpoints across the enterprise
- Single point of contact for help desk issues provides cornerstone of IT service delivery

Filtering out 1.3 million spam messages a month

The company found an excellent fit with MessageLabs™ Hosted Email Security, a Symantec Hosted Service. Since its deployment, MessageLabs Email Security has been blocking nearly 1.3 million spam messages a month before they reach the email server, thus reducing the volume of messages flowing through its systems from 2 million to 700,000 a month. And it continues to filter further, tagging another 20 percent of the delivered emails as spam.

“The IT team member who previously spent one-fourth of his time managing the previous spam solution can now use that time more productively, reports Davis-Pipe. “Email delays have been eliminated and our records management division is no longer at risk of missing SLAs because of email challenges.”

Increased virus identification

With messaging security under control, the IT team turned its attention to better protecting its 2,500 endpoints.

“The virus definition updates in our previous solution would sometimes take 10 days or more, and we weren’t staying on top of viruses with the efficiency we needed,” says Davis-Pipe. “We suffered a couple of virus outbreaks, and while they stayed contained to one or two individual offices, they were definitely disruptive and took time to contain and remediate.”

Davis-Pipe directed his team to conduct thorough reviews and trials on a number of solutions. It studied management interfaces and how various solutions would fit with Crown Worldwide’s infrastructure. In the end it chose Symantec™ Endpoint Protection for the comprehensive antivirus, firewall, and spyware protection it provides.

“Right after deployment, Symantec Endpoint Protection started finding dozens more viruses than our previous solution,” reports Davis-Pipe. “That enabled us to really clean up all the endpoints across all of our offices. Since deploying Symantec Endpoint Protection we have been free of significant disruption from malicious code.

SOLUTION AT A GLANCE

Key Challenges

- Provide greater spam filtering to eliminate delays that threaten SLA contracts
- Eliminate disruption from virus outbreaks
- Minimize IT staff and business administrative time dedicated to backups and restores
- Provide centralized hardware and software visibility

Symantec Products

- Symantec™ Endpoint Protection
- MessageLabs™ Hosted Email Security
- Altiris™ Client Management Suite
- Altiris Asset Management Suite

Symantec Services

- Symantec Consulting Services
- Symantec Education Services
- Symantec Essential Support Services

Symantec Partner

- Asiasoft (asiasoft.com.hk)

Technology Environment

- Server platform: Lotus Domino, HP ProLiant, HP server blades
- Applications: General line-of-business
- Databases: Microsoft SQL Server 2005
- Storage: On-board storage

BUSINESS RESULTS AND TECHNICAL BENEFITS

- 1.3 million spam email messages filtered every month, a 75% improvement
- 25% of employee time reclaimed and business disruption eliminated through improved antivirus solution
- Email delays eliminated

“Symantec Endpoint Protection detects and cures viruses before they require staff intervention, and that enables me to focus those people on higher value tasks rather than curing viruses,” says Davis-Pipe. “We are reclaiming several hours a week in security administration time.”

Managed endpoints increase security

Symantec Endpoint Protection allows for remote monitoring through a single console, providing Crown Worldwide’s corporate IT with a global view of the virus and signature status of all company machines. The feature also allows for regional IT staff to see machines just in the specific geographic area that they’re responsible for.

“Our IT security is driven by business needs simply because our customers have very high expectations,” notes Davis-Pipe. “And attaining that high level of security goes hand-in-hand with our ability to manage our systems.”

“The IT team member who previously spent one-fourth of his time managing the previous spam solution can now use that time more productively. Email delays have been eliminated and our records management division is no longer at risk of missing SLAs because of email challenges.”

Chris Davis-Pipe

Vice President of IT
Crown Worldwide

Davis-Pipe and his IT staff also realized that to have a successful long-term, high-level security strategy, secure endpoints were not enough. They needed an asset management solution that would deliver the ability to view and control every endpoint across the enterprise. After considering other solutions such as Novell's Endpoint Security and management solutions from ScriptLogic, the team chose Altiris™ Client Management Suite and Altiris Asset Management Suite from Symantec. "I was keen on Altiris because I wanted the synergy we would get with Symantec Endpoint Protection," says Davis-Pipe.

New IT service delivery

Crown Worldwide will roll out the Altiris suites in three phases. In the first stage, the IT team will roll out ServiceDesk to establish a centralized help desk which will replace its complex, distributed solution. In the second stage, Altiris Client Management Suite will be deployed at 50 offices in Hong Kong and Asia, and then finally scaled out to its worldwide offices.

"ServiceDesk will become the cornerstone of our IT service delivery," says Davis-Pipe. "It will provide a single point of contact for help desk issues. Our end users will be able to track the status of their problem resolution and the system will automatically escalate the request when needed."

The software deployment capability in Altiris Client Management Suite is expected reduce the hours spent on the company's current manual upgrading process. Rather than sending out CDs and following up with various administrative staff to make sure the updates are installed, Altiris can manage the updates by automatically reviewing endpoint status and pushing out software updates from a remote console. And instead of IT creating and managing delivery tasks, they can manage a complete software library, creating policies to install the correct versions of software along with any updates or requirements, and ensuring it is configured correctly on the client system.

"With Altiris, IT will have the visibility to verify installations," says Davis-Pipe. "Our staff will save hours they used to spend following up to make sure the upgrades were getting installed, and the administrators can focus on business tasks instead of upgrading software on a bunch of computers. It will also reveal unauthorized software that is installed on the endpoints, so we can manage that."

As Altiris is being rolled out across the enterprise, Davis-Pipe expects the IT staff to take full advantage of features such as managing hardware inventory and configuration and software licenses, and over time replacing their WSUS (Windows Server Update Services) patch management solution.

For deploying Altiris Client Management Suite, Crown Worldwide is depending on Asiasoft, a Symantec Partner located in Hong Kong.

"The Asiasoft consultant is very knowledgeable and capable, and the Altiris deployment is moving along well," reports Davis-Pipe.

He also appreciates the ease with which they were able to deploy the Symantec MessageLabs Email Security solution.

"The MessageLabs Email Security solution requires no hardware or software on site," he says. "Instead of a big upfront capital expenditure, we have a simple subscription fee and a very comprehensive solution on a secure, private network. Should we have questions or problems, Symantec Hosted Services is very responsive."

Symantec and partner provide education and support

Crown Worldwide depends on several Symantec Services to get the most out of their Symantec solutions.

"Symantec Consulting Services helps us follow good project management methodology," says Davis-Pipe. "They also provide extra resources as needed, keeping our projects on track."

Crown Worldwide's IT group has also benefited from Symantec Educational Services training on how to use and configure the Altiris IT Management Suite for maximum effectiveness, and has signed up for Symantec Essential Support for 24x7 access to Symantec support engineers if needed.

"Symantec brings to our organization the ability to easily manage our IT infrastructure and assets, and ensure those assets are secure," says Davis-Pipe. "Our Symantec solutions simplify the basic tasks of IT and will alert us if something is going wrong. This enables us to focus on projects higher up the value chain."

"The consultant from Asiasoft is extremely knowledgeable and capable. The Altiris deployment is progressing well."

Chris Davis-Pipe
Vice President of IT
Crown Worldwide