

Guess?® Gains Visibility and Control Over Blended Threats

Trend Micro™ Threat Discovery Assessment leads to revamped security and significant time savings for compliance efforts.

“Threat Discovery Assessment is right up our alley—it’s so easy, it’s almost plug and play.”

— Scott Forrest, Network Manager, IT, Guess?, Inc.

EXECUTIVE SUMMARY

Customer Name: Guess?, Inc.

Industry: Fashion/Retail

Location: Los Angeles, CA (headquarters)

Number of Employees: 10,800

CHALLENGE:

- Blended threats (spyware, grayware, malware) were not being effectively detected and blocked by the previous security solutions.
- Client software and signature files were growing in size, and becoming difficult to push out over the WAN.
- Upgrades were increasingly complex and time-consuming for IT.

SOLUTION:

- Threat Discovery Services identified blended threats and expedited remediation.
- Trend Micro endpoint, messaging, and firewall solutions introduced higher level of security.

BUSINESS RESULTS:

- IT gains high-level visibility of overall security and user behaviors.
- Automated threat infection monitoring/alerting greatly simplifies compliance efforts (replaces four days of labor per week with 10-15 minutes per day to review and resolve alerts).
- Increased visibility into network infections allows security processes to be better adjusted.

Challenge

The IT team at Guess?, Inc. was spending too much time on security. The company’s previous security solutions lacked the ability to catch newer blended threats. Administration was also getting more difficult and time consuming, with pattern files increasing in size and taking up more bandwidth on the company network, and upgrades often requiring almost a full reinstall on all clients and servers.

“It had been in my mind that I would consider replacing our previous security solution, but we were not really actively looking yet,” said Scott Forrest, network manager in IT at Guess. “At a ‘Lunch & Learn’ session, Trend Micro talked about the new blended threats and the latest technology solutions. When they mentioned a security assessment with Trend Micro™ Threat Discovery Services, I was very interested. I saw it as a way to identify our problem areas and improve our overall security.”

Solution

Threat Management Services include discovery, remediation, and lifecycle management services. Over a two-week period, Guess carried out a trial assessment of the Threat Discovery Service and deployed the associated appliance into the network. The appliance allowed IT to identify and analyze corporate-wide threat security issues including undetected infections, risky behaviors and practices, potential malware entry points, and other situations posing vulnerabilities.

“My whole team reviewed the reports several times a day,” said Forrest. “Trend Micro Threat Discovery Services showed us exactly where our security solutions were falling short. Within 20 to 30 minutes, and with very little up-front work, it was up and running. It was intuitive for our engineers right off the bat, and we could see what was happening on nodes and on the network in general. We hadn’t had this visibility before, and the service gave us great insights into our overall threat security environment. I have not seen the equal of the Trend Micro Threat Management Services in the market—it is very unique.”

Armed with knowledge of its network and user behaviors, IT was able to clean malware and spyware off of the network. New rules were added for gateway security, and firewall rules were also adjusted based on the Threat Discovery Services reports.

IT also elected, as a result of the assessment, to deploy Trend Micro™ Enterprise Security solutions, including:

- Endpoint security (Trend Micro™ OfficeScan™ Client-Server Suite)
- Messaging security (Trend Micro™ ScanMail™ for Microsoft™ Exchange)
- Firewall functionality (Trend Micro™ Intrusion Defense Firewall)
- Security management and monitoring (Trend Micro™ Control Manager™)

These tightly integrated content security products are powered by the Trend Micro™ Smart Protection Network™ infrastructure. Together they deliver immediate protection from emerging threats while greatly reducing the cost and complexity of security management for the Guess IT team.

Results

Besides helping them tailor a new, more effective security solution, Threat Discovery Services gave IT the benefits of an additional security layer that provides automated threat monitoring. In the past, compliance with the Sarbanes-Oxley (SOX) Act and Payment Card Industry (PCI) regulations had consumed two full days per week for two IT engineers. Log files were manually reviewed and issue resolution also was very time consuming.

“Threat Discovery Services gave us auto-logging and auto-notification of security issues—this is a great time saver,” said Forrest. “Instead of spending days reviewing logs, we can meet SOX and PCI compliance in just 10 or 15 minutes a day. If there are no alerts, we don’t spend any time at all—this can save us huge amounts of time.”

Faster discovery of threats greatly reduces response times and helps to better secure corporate assets. High-level visibility gives IT confidence that the company is being protected and that security goals are being met.

Threat Discovery Services gave IT the opportunity to present management with a concise picture of security. “I met with our COO and CIO to review the Threat Discovery Services results,” explained Forrest. “The executive summary report was perfect. It’s well-suited to non-IT managers and executives. The format is short and sweet, letting them know what’s going on and giving them a very good understanding of the basic risk levels for our infrastructure. After all, our company is not focused on IT—we are focused on making clothing. Less complicated products that give us the most information—this is the best of both worlds. Threat Discovery Services is right up our alley—it’s so easy, it’s almost plug and play.”



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Next Steps

The assessment findings were so compelling that IT will be seeking management approval for the purchase of ongoing Trend Micro Threat Discovery Services. “Threat Discovery Services was a great experience for our team—this is a service I am definitely keeping in my back pocket,” said Forrest.

DEPLOYMENT ENVIRONMENT:

- 5 sites (U.S., North America, Hong Kong)
- 3,000 PCs and servers
- OfficeScan Client-Server Suite, Release 10
- ScanMail for Microsoft Exchange, Release 5 (for Exchange Release 8)
- Intrusion Defense Firewall, Release 1.2
- Control Manager, Enterprise, Release 5

COMPANY PROFILE:

Guess?, Inc. designs, markets, distributes and licenses a lifestyle collection of contemporary apparel, denim, handbags, watches, footwear and other related consumer products. As of August 1, 2009, the Company operated 431 retail stores in the United States and Canada and 723 retail stores outside of North America, of which 106 were directly owned. The Company also distributes its products through better department and specialty stores around the world.

- **Trend Micro Enterprise Security**
<http://us.trendmicro.com/us/home/enterprise/>
- **Trend Micro Smart Protection Network**
<http://www.smartprotectionnetwork.com>
- **Threat Management Services**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/threat-management/key-components/>
- **OfficeScan Client-Server Suite**
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
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