

## CUSTOMER CASE STUDY

# Halcrow



## Customer Profile

Halcrow specializes in the provision of planning, design and management services for infrastructure development worldwide. With interests in transportation, water, maritime and property, the company is undertaking commissions in over 70 countries from a network of more than 70 offices.

The Internet is a key business tool for Halcrow employees using email, browsing the Web for research and also using Web-based mapping tools to obtain an understanding of land forms and sites where the company is undertaking work. Instant messenger (IM) is also increasingly used by employees for communications purposes.

As with most organizations, it has experienced a growing reliance on Web-based applications in recent years and collaborative tools have become a key element as drawings are uploaded and shared with clients and customers.

To protect its network from the growing number of increasingly sophisticated Web threats, Halcrow needed a solution that provided real-time protection from the malware and unwanted content, could be easily and rapidly deployed, and would eliminate the burden of Web security from IT staff.

## The Challenge

The primary challenge which Halcrow faced was the distribution of its offices and the types of locations its employees work in. In some locations where employees were based there was little telecom infrastructure in the ground.

Halcrow needed a cost effective solution to safeguard its network from Web threats.

“Before using ScanSafe we had a couple of attacks that came through the Middle East,” says Neil Innes, MIS architecture and planning manager at Halcrow. “They were Web-based vectors and although the impact of the attacks was not widespread, they certainly made us sit-up and take note. As a result, we began taking actions to protect ourselves properly.”

Halcrow initially used a competing premise-based security solution based in the UK, however, the other Halcrow offices around the world were largely unprotected.

“We felt a managed IT security service was the most effective and efficient way to deploy protection. It also gave us the ability to deploy new sites without having to worry about extra hardware which would generate additional costs and maintenance,” Innes adds.

Halcrow conducted a fairly extensive research exercise and looked all around the industry until it came to ScanSafe.

## The ScanSafe Solution

Halcrow has been a ScanSafe customer since July 2007 and is protecting 6,450 users in 67 countries.

### About Halcrow



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**Industry**  
Engineering

**Employees**  
7,500

**Solution**  
Web Malware Scanning & Web Filtering

**Results**

- Saving of 100 days per year of senior admin time
- Lower costs associated with administration
- 24/7 real-time scanning and threat protection
- Rapid deployment
- Very low latency
- Increased productivity and reduction in bandwidth consumption

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ScanSafe is providing Halcrow with both Web Malware Scanning and Web Filtering. Web Malware Scanning offers protection from Web-borne viruses and is powered by ScanSafe's Outbreak Intelligence™, a proprietary security platform that detects zero-hour and known malware threats. By using a combination of multiple, correlated detection technologies, automated machine-learning heuristics, and the industry's largest Web data set, Outbreak Intelligence provides the most effective solution against new and known Web malware. It removes harmful viruses before they reach the corporate network. It also delivers protection against threats that use stealth or deception. Finally, it helps identify machines which are already infected with spyware.

"A key reason for choosing ScanSafe was the fact that the protection happens away from our network. The Web-based attacks don't get to our door anymore, they all stop in the cloud with ScanSafe," Innes explains.

"We decided it was better to go for someone else's service so that we can now spend our time doing other things that add value to our business rather than going through the pain of providing our own content filtering service, and judging by the previous solution, it was a pain."

"At the moment we have a fairly relaxed policy as our business is based on trust. We trust our staff to be professional and to use the facilities correctly," Innes comments.

"However, ScanSafe Web Filtering reassures us that our staff are not browsing the categories that have been disallowed."

ScanSafe Web Filtering provides control over how Halcrow employees use the Internet. It provides easy-to-use tools to create, enforce and monitor company Web usage policies. Using the most accurate categorisation databases, Web Filtering helps manage the firm's Internet traffic, protecting the network and staff from undesirable Web content.

## The Result

ScanSafe is now the first line of Web defence for employees at Halcrow. It relies entirely on ScanSafe's experts to filter staff Web traffic at the source, ensuring it is free from malware.

"ScanSafe has taken the burden off our IT team and has certainly given us confidence that we are fully protected," Innes says. "If anyone was to come and ask me if I would buy the service again, I would still say yes".

Halcrow quickly noticed that its business users benefited greatly from the security solution. Its security manager is saving two days of administration time per investigation. At the current rate of 50 investigations a year this results in an estimated potential saving of over 100 days of senior admin time a year.

Halcrow also found that the administration of the web content filtering service can now be handled by more junior staff freeing up time of senior IT admin staff and resulting in a lower cost of ownership.

"There haven't been any successful attacks that we have identified since we deployed ScanSafe. The policy aspect in terms of controlling how our staff behave with the Web is also very effective," Innes adds.

ScanSafe's technology has so far proved to be 100 percent effective at blocking all known and emerging Web threats. It provides features that enable Halcrow to retain control over its own policies while removing the hassle and expense of maintaining an in-house solution.

## About ScanSafe SaaS Solutions

ScanSafe is the pioneer and largest global provider of SaaS Web Security, ensuring a safe and productive Internet environment for businesses. ScanSafe solutions keep malware off corporate networks and allow businesses to control and secure the use of the Web. As a SaaS solution, ScanSafe eliminates the burden of purchasing and maintaining infrastructure in-house, significantly lowering the total cost of ownership. Powered by its proactive, multilayered Outbreak Intelligence™ threat detection technology, ScanSafe processes billions of Web requests each month for thousands of enterprise customers.

In 2009, the company was awarded "Best Content Security" solution by SC Magazine Europe for the third consecutive year.

For more information, visit [www.scansafe.com](http://www.scansafe.com)

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