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CUSTOMER SUCCESS

Fujitsu UK and Ireland

Delivering Security from the Cloud

Everyone's talking about the cloud—what it might do, where it might go, how it will deliver. However, there are some organizations like Fujitsu UK and Ireland that are putting the cloud to work today, saving significant amounts of money, securing their IT infrastructure in the cloud, and achieving fast deployment and seamless scalability—all without making long-term resource commitments. Indeed, since standardizing on an integrated portfolio of hosted security, data loss prevention, and endpoint protection solutions from Symantec, Fujitsu has never looked back.

Leading provider of IT systems, services, and products

From enabling airline bookings and drivers licenses, to banking transactions, retail shopping, and more, Fujitsu touches the lives of millions of people every day. Fujitsu UK and Ireland is a leading provider of IT systems, services, and products, employing 14,000 people with an annual revenue of \$3.2 billion. Fujitsu UK and Ireland is part of the global Fujitsu Group, delivering IT-based business solutions to customers in 70 countries through a workforce of 175,000 employees.

Through these uncertain economic times, Fujitsu is helping its customers to reduce costs, adapt to change, and improve operational efficiencies through the use of IT. That applies as much to the technology it uses for its own means as it does to the customer environments Fujitsu supports. So when the company was looking for a partner to support its information security requirements, one name stood head and shoulders above all the others: Symantec.

Andy Cooke, chief information security officer, Fujitsu, explains why Symantec is such a valuable partner. "We need to be absolutely certain that any service we provide is stable, is fully managed, and is fully secured, and meets the functional requirements that we are looking for in the market-place. The technology partners we work with have to be Tier 1 players, and they have to be highly credible. They need to reflect the full set of services that Fujitsu offers, and the security spectrum that we need to put in place as an organization. Only a small number of organizations can provide that depth and breadth of security services and actually be recognized as leaders in the market-place. Symantec is one of those organizations."

ORGANIZATION PROFILE

Website: www.uk.fujitsu.com

Industry: IT

Headquarters: Tokyo

Employees: 11,400

SYMANTEC SOLUTIONS

Data Loss Prevention

Endpoint Security

Messaging Security

Web Security

Why Symantec?

- Best-of-breed, Tier 1 partner
- Symantec product roadmap
- Breadth of integrated security technologies

Cloud provides greater degree of business protection

In the United Kingdom, Fujitsu has moved messaging and Web security to the cloud using Symantec Hosted Services. “We made a strategic decision to expand our use of cloud services,” says Cooke, who championed the cloud security initiative. “In the past, simple email virus screening was adequate protection for an organization, but the advent of more active threats such as phishing, malware, and high-volume spam has driven the need for increased functionality. Using the cloud, we will be able to provide a far greater degree of protection for our business.”

Like many organizations, more than 90 percent of Fujitsu’s incoming email is spam. “Previously, we were getting nearly two million spam messages per day, consuming bandwidth, storage, and time,” explains Francis Cripps, messaging and unified communications lead. “It became obvious that the content filtering shouldn’t be on premise, and it made a lot more sense to move it to the cloud.”

The company had planned to expand its email gateway to cope with the sheer volume of email coming in, but with MessageLabs™ Hosted Email Security from Symantec in place, that’s no longer necessary. “We’re consolidating multiple physical servers into two virtual servers. We’ve released at least two full-time employees for other tasks, and the two million emails a day have dropped to approximately 150,000 a day. This has enabled us to significantly reduce the annual costs associated with our Internet bandwidth consumption.”

Protection from fraudulent and rogue websites

Fujitsu recently decided to use MessageLabs™ Hosted Web Security from Symantec as well. “It’s a core service in the cloud that is being constantly updated and requires no maintenance on our part,” Cooke says. “We need to protect the organization against the rapidly growing number of fraudulent and rogue websites that consistently threaten to damage our business.”

SOLUTIONS AT A GLANCE

Key Challenges

- Take a more agile stance on security
- Capitalize on the value of the cloud
- Reduce the time and costs associated with security management

Symantec Products

- Symantec™ Endpoint Protection
- MessageLabs™ Hosted Email Security
- MessageLabs™ Hosted Web Security
- Symantec™ Data Loss Prevention

Technology Environment

- Users: 14,000

BUSINESS VALUE AND TECHNICAL BENEFITS

- Introduced a significantly greater degree of business protection via cloud security services
- Reduced server count from 16 physical servers to two virtual servers
- Freed up at least two full-time employees for other tasks
- Cut two million spam emails
- Reduce annual costs associated with Internet bandwidth consumption.
- Introduced cloud-based computing and storage infrastructures to customers as well as its own IT
- Guarded against loss of sensitive data
- Reduced proliferation of confidential data across the organization
- Protected communications of sensitive content to public websites

Besides consuming cloud services, Fujitsu also provides them. The company is putting its substantial data center resources to work to provide cloud-based computing and storage infrastructures to customers as well as its own IT. This allows internal and external customers to access virtual servers and use only the resources they need, on demand, without having to deploy, maintain, power, and cool their own development or production infrastructures.

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Francis Cripps

Messaging and Unified Communications Lead
Fujitsu UK and Ireland

“Using our cloud services for ourselves provides an additional level of assurance for our customers,” explains David Smith, chief information officer, Fujitsu. “We recognize that in some areas we need to work with our alliance partners such as Symantec to ensure that we’re providing all the required security solution components.”

Data Loss Prevention will enable the organization to discover, monitor, and protect confidential data wherever it is stored or used. This will help Fujitsu to reduce the proliferation of confidential data across its data centers, client systems, remote offices, and end-user systems. It will help identify broken business processes transmitting confidential data. And it will monitor and protect communications of sensitive content to public websites.

Endpoint Protection consolidates disparate security services

Symantec Endpoint Protection already has a crucial role to play in the organization, protecting up to 14,000 internal endpoints. Endpoint Protection was introduced to consolidate many disparate security services, all of which required their own management tools, their own updating, and their own budget. Traditionally they have been disparate, focused applications, supporting the personal firewalls, antivirus, anti-malware, and network access control. Endpoint Protection unifies these into one product with one management interface and one means of updating it. It appears to Fujitsu as a single line item, which also streamlines planning and budgetary management.

“We began the Endpoint Protection deployment with antivirus protection,” explains Cripps. “That ensures we can provide far better protection to the organization. A large proportion of Fujitsu’s workforce are mobile which carries with it the potential hazard of laptops that can be out of step from the current antivirus signatures that are available because they’ve not been able to take advantage of the automatic updates that are sent out on the corporate network.”

The enforcement functionality allows the team to identify any device that’s attached to the corporate network, quarantine it, and then update the device to the latest patch levels. Looking ahead, Endpoint Protection will also be used in conjunction with Web Services to help protect the organization against the sort of ongoing and ever-increasing fraudulent and rogue websites that continue to threaten the business. “Mainly what we want to do is to increase capabilities around areas such as email antivirus, anti-malware, and anti-phishing type capabilities,” says Cripps.

Endpoint Protection has also freed up valuable organizational resources. Previously, a number of specialist teams were required because a lot of the older, fragmented security technologies required special expertise to run them. By standardizing on the Symantec solution, Fujitsu has significantly reduced the number of support personnel, while confidence levels in the security capabilities have increased exponentially. “We now have one product set to report. There is one portal. There is one alerting system. So if there is a problem, for instance, with the update mechanism, we can identify and resolve it very quickly.”

By partnering with Symantec for its security management, Fujitsu is protecting its own business interactions, information and IT infrastructure—as well as that belonging to its customers.

“[MessageLabs Hosted Web Security is] a core service in the cloud that is being constantly updated and requires no maintenance on our part.”

Andy Cooke

Chief Information Security Officer
Fujitsu UK and Ireland

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David Smith

Chief Information Officer and
Chief Technology Officer
Fujitsu UK and Ireland