

"K" Line (Europe) Ltd

"K" Line tightens its security defences with DeviceWall and full Security.Suite

CUSTOMER PROFILE

"K" Line (Europe) Ltd

Industry Sector

Shipping

Products

FrontRange DeviceWall
FrontRange Security.Suite

Business Driver

Improved security measures to protect important company data

Network Type

750 PCs with a mix of desktops and laptops

Why Security.Suite?

Ease of use
Comprehensive functionality
Value for money

Business Benefits

Visibility
Manageability
Control



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Background

"K" Line (Europe) Ltd is the European subsidiary of global Japanese shipping and logistics company Kawasaki Kisen Kaisha Ltd. Headquartered in London, "K" Line Europe is responsible for all "K" Line's business activities in Europe, the Mediterranean and North Africa.

With a network of owned offices and well-established agents across the region, "K" Line Europe is committed to providing safe, cost effective and environmentally friendly shipping services for all types of cargo.

Protecting corporate data

As the fourth largest shipping company in the world, "K" Line takes the security of its network and corporate data very seriously. In early 2007, "K" Line Europe reviewed its endpoint security situation and determined that greater IT security policy was needed to better protect the integrity of its corporate data.

"While we had a basic security policy in place, we needed greater visibility and control of the corporate network – particularly around removable media and endpoint data transfers," said Tim Hawkes, IT Support Manager at "K" Line. "We wanted to ensure we were protected from viruses, malicious code and data transfer to and from the company from unknown sources."

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"We knew of a number of incidents of customers plugging USB sticks into our network and employees taking away data on USB sticks.

As a result, we experienced a few virus outbreaks and had several incidents of data loss. Employees were also increasingly plugging in personal devices such as iPods, PDAs and cameras, seemingly unaware of the risk that this posed to our network.

Luckily these were minor situations, but we knew we had to take control over what devices were plugged in, what files were being copied and what data users could take home," recalled Tim.

Increasing Security

Tim and his team had been considering end-point security solutions on and off for a number of years, but had previously been unable to get sufficient management buy-in. "It can be difficult to get the backing to invest in a product which on the face of it you can't see the immediate benefit," said Tim.

"Endpoint security products are protecting against threats that may or may not happen. These potential threats however can have serious consequences and a simple policy document alone isn't going to stop them from happening."

In early 2007 "K" Line had a change of management and the incoming CEO had a good understanding of the issues around security and the importance of protecting the company's corporate data.

With the full support of the new CEO, Tim was able to move forward with his plans of implementing an endpoint security solution.

Tim Hawkes
IT Support Manager, "K" Line

Finding a solution

Tim had looked at large scale security management solutions from CA and LANDdesk, but felt they were heavy handed and way over the top for their needs.

Meanwhile, asset management and network security specialist Jcom UK Ltd recommended DeviceWall from FrontRange.

“We conducted a thorough review of three solutions and compared features and functionality including whether the solutions enabled USB encryption, remote support options, levels of reporting capability and price. Based on our criteria DeviceWall clearly stood out as the best solution for our needs,” explained Tim.

Deployment

“K” Line initially purchased 750 user licenses for its 15 offices across Europe. Installation of DeviceWall into “K” Line’s European headquarters in London was conducted by Jcom in just one day.

Jcom then spent a second day with the team to provide knowledge transfer and to brief the team on the installation procedure. In a second installation phase, Tim and his team went out to each of “K” Line’s four other main European offices to install the product and perform training.

Lastly, the solution was deployed remotely to the remaining “K” Line offices. Tim opted to deploy DeviceWall initially in ‘learn mode’, which allowed his team to first get a view of what devices were being plugged into the network before putting new policy procedures in place.

They also determined which users would need more rights than others to access data or plug devices into the network. This evaluation took place over a two-month period after which Jcom returned to help Tim and his team put the policy together.

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Tim Hawkes
IT Support Manager, “K” Line

Once the new policy was defined, reviewed and approved by senior management, the final policy document was issued to all employees and then enforced through FrontRange DeviceWall. “We were very pleased with the process,” said Tim. “Jcom did a great job with initial installation and knowledge transfer.”

Tim also purchased an additional 100 DeviceWall user licenses for “K” Line’s ships. “Our ships are off-network but with FrontRange DeviceWall we are able to use encrypted USB keys, which are sent through the post allowing us to securely synch our data. This was one of the key reasons we selected DeviceWall, as it allows us to easily and safely share data between all of our sites – land or sea.”

Full Security.Suite

Tim was so pleased with DeviceWall that when “K” Line upgraded to version 5 at the end of 2007 they opted to upgrade to the full FrontRange Security.Suite - a complete solution for finding, auditing and tracking IT assets – both hardware and software – across the corporate network, regardless of location or platform.

The solution includes FrontRange Discovery, Security.Advisor, DeviceWall and Discovery.Visual.

“We have gained immediate benefit from FrontRange Discovery, which provides us with a complete audit of what we have on the network and our PCs.”

“This gives us intelligence and control from a licensing and corporate policy perspective and it also integrates with our helpdesk. Thanks to FrontRange Discovery our helpdesk staff automatically has an up-to-date inventory of each PC.”

“K” Line Europe is also in the process of getting their licensing and compliance situation under control.

“Instead of establishing our license position from our invoices, which is what we used to do, FrontRange automatically reports with complete accuracy what is out there and being used,” said Tim.

Benefits

“FrontRange DeviceWall, Discovery and the other solutions in the Security.Suite have transformed our security situation.

We went from an unenforceable security policy, which was based largely on guesswork to complete knowledge backed by an enforced policy across the network, “ concluded Tim.

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