

SIIX Corp.

CASE STUDY

INDUSTRY:

Trading and
Electronics
Manufacturer



SIIX Safeguards its Internet Usage with Websense Saves Bandwidth, Increases Productivity

Established in 1992, SIIX Corp is a global trading company and electronics manufacturer headquartered in Japan (Stock code 7613 in Tokyo Stock Exchange and Osaka Securities Exchange Japan). Its core businesses include design and development, materials procurement, manufacturing and assembly, logistics and after-sales services. It has some 6000 employees. One of the SIIX factories is in southern China, and is administered from the Hong Kong office.

Management and staff in the South China factory and regional office in Hong Kong use the internet for video conferences, conducting eBusiness, and communicating between the factory, office, clients and suppliers. This internet use led to security threats from phishing websites, and malware, viruses and Trojan horses that could exploit different protocols – not just email, but also instant messaging tools and Skype.

Additionally, the regional IT team found it hard to practice internet access management because of the distance between the factory and office. Given the extensive internet use and high security concern, SIIX sought a complete web security solution including a content filtering function, which could enhance productivity, improve web security and enable centralised management. After trying and assessing other potential solutions, SIIX adopted Websense Web Security Suite – which delivers exactly the desired results. This was installed in April, with help from Connet, an internet service provider offering value-added web security services.

Standard anti-virus products inadequate

"We previously adopted several anti-virus products, but found them inadequate, said Mr. Edwin Chang, EDP Manager, SIIX Hong Kong. "A key problem was that all our internet traffic had to pass through the AV server in real-time, resulting in slow internet access because of 'traffic jams' on the server. Also, the products performed incomplete virus scans as they checked keywords within website text, but not pop-up ads or hyperlinks. They were slow, too – taking 4-12 hours to react to new threats. And they couldn't block threats through protocols such as instant messaging."

Chang looked for a product that would enable SIIX to practice centralized management for internet access in both the office and factory. After carefully evaluating several products on the market, he chose Websense as it exactly meets requirement. "By adopting centralized management, we can easily manage internet security and access, saving our administration time and costs," said Chang.

Pre-emptive protection

Chang said there were other important features that influenced the choice of Websense Security Suite: "As Websense has a good market share and reputation among the market, we are confident in choosing its solution to address our needs. I especially like the link to Websense Individual Security Lab, which scans 80-90 million websites per day. This helps with pre-emptive threat protection, as we deploy the Websense PC robot to pre-scan each suspicious web page by checking its links to see it contains any malware. Websense is strong in combating web-based security threats, and even guards against any hazards that may be caused by different protocols such as instant messaging tools and Skype." Each week, Websense Web Security Suite automatically generates a security report that is archived for use as required.

Internet service provider Connet helped SIIX to install the Websense Web Security Suite, and is responsible for technical support and consultancy services. Connet works with best-in-class partners to create the industry's most advanced secure solutions, maximizing customer satisfaction and enterprise security for users worldwide.

Mitigating risks caused by instant messaging

Deploying Websense was particularly important given the growing use of instant messaging by SIIX management and staff – an increase mirroring the global rise in usage of instant messaging tools. A recent survey by Radicati found that in 2006 some 432 million people worldwide were using such tools; Radicati forecast this figure would climb to 615 million by 2010. In China, instant messaging is also being widely adopted. With instant messaging tools, viruses and malware can spread through tunnel applications, so viruses can spread through a variety of protocols, rather than the email protocol that security solutions typically focus on.

"We didn't have an efficient policy for managing instant messaging tools before. This made us more vulnerable to security threats such as spyware, phishing, keyloggers and Trojan horses," said Chang. "We deployed Websense Security Suite in April 2007, and it has since blocked over 100,000 attempted hits from malicious websites, as well as enabled us to monitor and stop the use of instant messaging tools by our staff."

One management office, two locations

Now, staff in the SIIX Hong Kong office can review weekly security reports from Websense Security Suite, and so monitor internet access by both the office and factory. The reports have revealed that considerable bandwidth was used for tasks that are irrelevant for work – such as uploading photos to websites or watching streaming videos.

Based on these findings, SIIX has established a security policy, with the aim of boosting productivity and safeguarding internet usage. The high flexibility and customisation capabilities of the Websense solution allow SIIX to set different rules for individual users based on their requirements, and the IT department can make amendments and approve access to websites for exceptional cases. "We can also control internet surfing, by setting quotas for different kinds of websites, so our staff members don't abuse internet access by wasting time on websites irrelevant to work," said Chang. "If a user reaches the quota, he or she can't access the same category of website within a set timeframe."

After establishing the security policy, bandwidth losses for personal usage have been tremendously reduced. Chang finds that bandwidth can be redirected to tasks that boost work efficiency and productivity. "Our staff have noticed that they now receive email more quickly," he said.

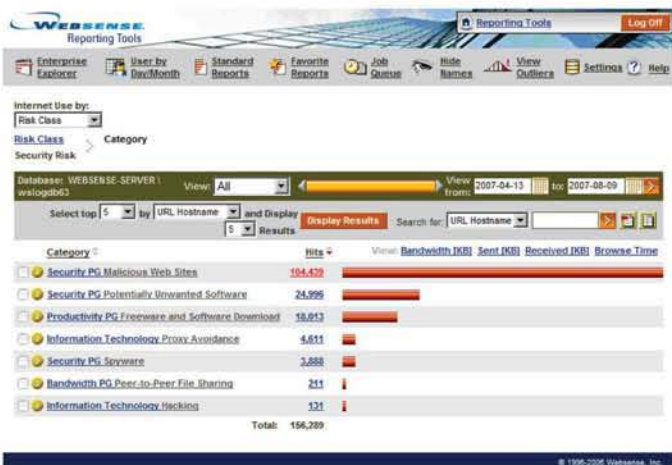
Furthermore, SIIX has blocked the IM usage throughout the company network, as well as websites that are irrelevant to working purpose such as gaming, entertainment and sex. Chang added that the staff productivity has significantly improved after deploying Websense product.

The advantages of Websense Web Security suite

Chang is highly impressed with Websense Web Security suite, and summarizes the five main features that ensure it now plays a crucial role in keeping SIIX safe from online threats:

- It enables management of Internet access in multiple locations from one management centre;
- Weekly security reports are automatically generated and archived;
- There is comprehensive security, defeating not only email-based viruses but all kinds of web based security threats;
- Based on daily results from the web security lab, SIIX receives automated updates on malware websites in a interval five-minutes, averaging 50-60 daily real time security updates; and
- The suite is flexible, allowing IT administrators to set different rules to different user groups based on SIIX's IT policy.

"We are now considering adopting Websense solutions to safeguard corporate sensitive information, so avoiding potential information leakage," said Chang. "We also plan to unify our instant messaging tools, for safer communication between colleagues, customers and suppliers."



Websense Security Suite helps block attempted hits on malicious websites, the top security risk faced by SIIX in China.



Websense security report showed that personal network and storage backup such as uploading photos to web album takes up lots of bandwidth from SIIX IT system.

About Websense

Websense, Inc. (NASDAQ: WBSN) is the worldwide leader of web filtering, and premier provider of web security and desktop security software. Websense software is preferred by leading Fortune 500 and FTSE customers, as well as government agencies and educational institutions. Websense software increases employee internet productivity and secures organisations from emerging internet threats by providing a proactive web security component that compliments traditional security solutions. Only Websense delivers flexible, integrated policy enforcement at the internet gateway, network, desktop and remotely with over 25 million seats under subscription, ranging in size from 100-person firms to many of the world's largest corporations.

Websense, Inc.
San Diego, CA USA
tel +1 858 320 8000
fax +1 858 458 2950
www.websense.com

Websense UK Ltd.
Chertsey, Surrey UK
tel +44 (0) 1932 796300
fax +44 (0) 1932 796601
www.websense.co.uk

Australia
websense.com.au

Italy
www.websense.it

Brazil
portugues.websense.com

Japan
websense.co.jp

Colombia
websense.com.es

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websense.com.es

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China
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Germany
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