

CASE STUDY - NATIONAL EXPRESS

CUSTOMER PROFILE

The majority of the revenues generated by National Express are via Web-based applications. As a result, safeguarding network integrity from Web threats is crucial to day-to-day operations. Additionally, National Express, like many organizations, recognizes that online banking, shopping and other services make the Web a valuable resource for their staff. It is important to offer their 2,500 employees use of the Internet during lunch and outside working hours.

However, consumer sites are particularly vulnerable to adware and spyware attacks, and Web-borne viruses were increasingly getting through National Express' existing layered security presenting a significant threat to network integrity and at the same time threatening its open access policy.

THE CHALLENGE

Network integrity made security the first priority for David Jones, head of IT at National Express. Concluding that an internal solution would be too expensive and difficult to deploy, he opted for ScanSafe Web Virus Scanning and Spyware Screening to prevent threats at the Internet level.

"ScanSafe was selected to provide a further layer of security for us. We adopt a policy that it is better to prevent email, Web page borne viruses and spam from entering our systems at all rather than letting them in and then dealing with them through our existing internal security systems."

SCANSAFE SOLUTION

ScanSafe successfully addresses the growing concern over Web threats and their evolving nature by providing a best-of-breed solution. Of the 700 different Web threats ScanSafe has so far stopped from entering National Express' networks, the majority have been Trojan downloaders, including increasingly prolific adware and spyware.

However, about 10 percent of the viruses that are being blocked by ScanSafe are new threats that cannot be detected by traditional anti-virus software. ScanSafe's proprietary Outbreak Intelligence™ uses advanced heuristics to identify the unusual traffic features associated with a Web virus outbreak and stop it before it has a chance to cause damage.

"National Express has addressed the problem of Internet security head on," said Roy Tuvey, president, ScanSafe. "Because ScanSafe combines leading anti-virus software with its own dynamic, real-time threat intelligence it leaves no gaps for viruses to get through. What's more, the service has zero latency, so employees can continue surfing the Web as they did before."

ABOUT SCANSAFE

ScanSafe is the global leader in managed Web security, ensuring a safe and productive Internet environment for businesses worldwide. ScanSafe solutions keep viruses and spyware off corporate networks and allow businesses to control and secure the use of the Web and instant messaging. As a fully managed service, ScanSafe's solutions require no hardware, upfront capital costs or maintenance and provide unparalleled real-time threat protection.

With offices in London and San Mateo, California, ScanSafe processes more than five billion Web requests and blocks five million threats each month for customers including Rothschild, Condé Nast and BMW. For more information, visit www.scansafe.com

NATIONAL EXPRESS

National Express is the largest scheduled coach service provider in Europe. In the UK the distinctive white National Express coaches operate to 1000 destinations and carry over 16 million customers a year. Eurolines coaches additionally operate to over 500 destinations within Europe and Ireland. For more information please visit www.nationalexpress.com.

INDUSTRY

Transport

EMPLOYEES

1,200

SOLUTION

Web Virus Scanning & Spyware Screening

RESULTS

- Complete, multi-layered protection from Web-based malware, including zero-hour threats, before they enter the corporate network
- Zero latency

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