

A Secure Hybrid Cloud for All

Service provider uses Trend Micro™ Deep Security for physical servers, agentless protection of VMs, and virtual patching.

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- **Holger Schmieder, CEO**
SCHMIEDER it-solutions, Germany

EXECUTIVE SUMMARY

Customer Name: SCHMIEDER it-solutions GmbH

Industry: IT services

Location: Germany

CHALLENGE:

- Give cloud customers the benefits of virtualization without compromising security
- Choose a security solution that is well integrated with VMware solutions
- Avoid performance degradation due to security scans
- Protect all virtual machines as well as physical hosts

SOLUTION:

- Trend Micro Deep Security

BUSINESS RESULTS:

- Simplified security within virtualized environments
- More efficient utilization of server resources
- Flexibility to integrate security into cloud services
- Optimized VM performance with agentless scans
- Higher VM densities compared to traditional server security

Challenge

SCHMIEDER it-solutions, a leading IT service provider in the region of Baden-Württemberg, has been providing a full range of IT services related to infrastructure, network integration, servers and storage, backup, and security for the past 15 years. Its customers are mainly small- and medium-sized businesses in the region, such as energy companies, public institutions, automotive industry suppliers, and even retail businesses.

Security has always been one of the key elements of the Baden-Württemberg firm's service offerings. For everything from antivirus and anti-malware protection to web and e-mail security, it has relied on security solutions from Trend Micro from the very beginning.

As a close partner to its customers, SCHMIEDER it-solutions understands their needs but also their capabilities and requirements. It was therefore able to convince them of the benefits of virtualization based on VMware technologies early on. However, virtualization (like cloud computing) presents new and different security challenges that cannot be met with traditional perimeter concepts. Compared to physical environments, resources in virtualized environments are not allocated to a single owner and the corporate network no longer represents a clear boundary between the company and the outside world.

Solution

The Baden-Württemberg firm was forced to confront these new challenges in its own in-house infrastructure. In the service provider's first virtualization projects, it relied on existing technology. A separate scan engine was installed (and kept up-to-date) on every single server, resulting in quite an administrative burden.

In 2009, SCHMIEDER it-solutions noticed that Trend Micro Deep Security was one of the first security solutions to rely on VMsafe APIs (and later vShield) from VMware. The company felt that Deep Security quickly proved itself as the optimal security solution for virtualized infrastructures. Deep Security protects physical, virtual, and cloud-based systems using an agentless virtual appliance for VMware environments or an agent-based one in the case of physical server protection.

Holger Schmieder, CEO of SCHMIEDER it-solutions, is confident in the quality of the Trend Micro solution. "Through the concept of the agentless virtual appliance, Deep Security simplifies security processes considerably and allows for more efficient utilization of resources, especially when compared to conventional anti-malware

solutions,” explained Mr. Schmieder. Better utilization of resources makes it possible for SCHMIEDER it-solutions to achieve higher virtual machine (VM) density within their virtualized environment.

SCHMIEDER it-solutions is now offering the benefits of virtualization to its customers who have signed up for its new cloud service that was launched in April. As a “vCloud Powered” certified service provider, it now offers data center extension, communication, and cooperation, backup and recovery, as well as desktops, applications, and security on a subscription basis through its *BaWü-Cloud* product.

CEO Holger Schmieder is a firm believer in the enormous added value of vCloud, not least because of its high security standards. “Our cloud model gives small and medium-sized customers access to technologies, especially in the area of security, that would otherwise be cost-prohibitive for them,” explained Mr. Schmieder. Although data security remains the responsibility of the customer, the solution from Trend Micro offers the service provider’s customers a technology that can meet their security needs completely and affordably.

“With its centralized approach, Deep Security is the only way for us to offer our customers a truly secure environment that performs well,” said Mr. Schmieder. Because resource-heavy tasks (such as CPU- and I/O-intensive file scans and pattern-file updates) require no agents, virtual server performance is not diminished.

The Deep Security scan process covers both active and inactive VMs. The anti-malware package remains active at all times for every machine that is connected to the cloud. Once a customer uploads and configures a standard virtual machine in the vCloud, the VM is immediately incorporated into the Deep Security agentless protection system and is thus secure—an essential requirement for a cloud provider like SCHMIEDER it-solutions, which, according to its CEO, is contractually obligated to provide its customers with malware protection.

BaWü-Cloud customers also benefit from another strength of the Trend Micro solution: virtual patching. According to Mr. Schmieder, this security mechanism is ideal for special systems like production planning and control software, for which the manufacturer only guarantees functionality up to a certain patch level. Deep Security continuously checks to see what patches are available and provides immediate protection whenever possible. Customers can thus prolong their patching intervals while allowing their systems to run securely.

While anti-malware protection is always active on every machine, users in a complete cloud-based environment have the additional option of applying virtual patches to their machines as needed. All SCHMIEDER it-solutions customers have the option of obtaining virtual patching both in the cloud as well as on-premises as part of the service.

DEPLOYMENT ENVIRONMENT

Hybrid cloud for service delivery

VMware vCloud

VMware vSphere 5

VMware vCloudDirector

Trend Micro Deep Security 8

Company Profile

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Results

Regardless of the services offered in the BaWü-Cloud, SCHMIEDER it-solutions remains true to its business philosophy: finding the best possible solution for every customer. "First, we meet with the client to discuss their needs and determine which areas would be better managed on-site and which ones can be outsourced to the cloud," explained Mr. Schmieder. In this way, the experts at SCHMIEDER it-solutions support the creation of a hybrid cloud as an extension of the private data center. Trend Micro Deep Security is equipped to handle this by allowing simultaneous protection of physical, virtual, and cloud environments.

Next Steps

The Baden-Württemberg firm hopes to offer additional Deep Security functionalities as part of a managed service. Even non-virtualized business-critical systems can use file integrity monitoring and log inspection as services via agents from the cloud. "The customer's local network and the cloud can grow alongside each other, together guaranteeing the security of the company," explained Mr. Schmieder.

The service provider has another offering in store, which is certain to resonate with small and medium businesses: mobile security from the cloud. With Trend Micro's mobile security technology, SCHMIEDER it-solutions hopes to offer its users centralized security management including protection, security policy administration, separation of personal and business operations, and new account support.

Trend Micro Products

- Trend Micro Deep Security
<http://www.trendmicro.com/us/enterprise/cloud-solutions/deep-security/index.html>



Securing Your Journey to the Cloud

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