



CASE STUDY 32  
FOR AVERY

PRODUCT  
TREND MICRO™ SCANMAIL™ FOR LOTUS™ NOTES

DECEMBER 2000

## Avery's 17,000 Employees, Across 200 Locations in 89 Countries Rely on Trend Micro™ ScanMail™ for Lotus™ Notes

Avery Dennison is a global leader in pressure-sensitive technology and innovative self-adhesive solutions for consumer products and label materials. Based in Pasadena, California, the company had 1999 sales of \$3.8 billion. Over 17,000 employees, in 200 manufacturing and sales facilities produce and sell Avery Dennison products across 89 countries. Avery's email system, critical to the company's worldwide operations, has two major Lotus Notes Internet email gateways handling over 20,000 messages daily. The global scope of Avery Dennison and its intense reliance on networked information communication systems to conduct business makes protecting those systems from virus attacks critical. In the ongoing battle to protect the enterprise computing environment, Avery Dennison found that Trend Micro's product stability and customer service provide the antivirus weapons needed to win the war.

### PROTECTING 20,000 LOTUS NOTES MESSAGES DAILY

Mark Van Holsbeck is Director of Enterprise Network Security for Avery Dennison. Mark is responsible for all computer system security issues at Avery. This involves an enterprise-wide computing network containing 150 servers and 8,500 desktops operating in the United States, Canada, Latin America, Europe, South Africa and the Asia Pacific region.

Mark's primary security concern is controlling viruses and other malicious code, the number one form of network security breach. Avery previously used Intel's LANdesk on its network servers but, as Mark says, "Many factors combined to push us to find a different antivirus solution." At the same time, Mark was looking for a new Internet email antivirus product. He recalls that, "I was looking for better stability and more frequent updates of virus pattern files. Those are my two main requirements for antivirus software."

### TREND MICRO SMOOTHS AVERY'S LANDESK ANTIVIRUS TRANSITION

Mark discovered Trend Micro when the company made its LANdesk support program (for previously purchased versions) available to him. Many favorable reviews in the trade publications, and having seen the products at Lotusphere, served to bolster Trend Micro's credibility — making them a candidate for evaluation. Mark was further impressed by talking to Trend's sales staff, and decided to give Trend Micro InterScan VirusWall™ and ScanMail for Lotus Notes a try. He's been pleased with the results. Regarding the stability of the Trend Micro software, Mark says, "It installs, it runs, it keeps Notes up — it simply runs. Installation and updates have been flawless, even scan engine updates".

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— Mark Van Holsbeck  
Director of Enterprise Network Security,  
Avery Dennison

[www.trendmicro.com](http://www.trendmicro.com)

## 89 Countries Rely on Trend Micro™ ScanMail™

### IRONCLAD ANTIVIRUS THROUGH FREQUENT AUTOMATIC VIRUS PATTERN DOWNLOADS

Mark's other main concern is addressed by Trend Micro's commitment to providing frequent virus pattern file updates. At Avery, downloads of pattern file updates are scheduled for three times a day, and also at midnight on Fridays. These updates are downloaded centrally to Avery's IT headquarters in Pasadena, California, QAed, then distributed via Lotus Notes replication to all the Notes servers worldwide. This fast, easy and uniform implementation updates all virus files within three hours.

### TREND MICRO'S 24X7 COVERAGE

Trend Micro is the only software vendor supplying centralized updates at Avery Dennison. If problems arise anywhere in the world, Trend Micro's 24x7 tech support is always available. Mark also praised the ease of maintenance, standard Windows interface, cost effectiveness and reasonable maintenance costs. "Of all the products we run, Trend Micro's are the most seamless," says Mark.

### AVERY DENNISON TRUSTS TREND WORLDWIDE

At Avery, Trend Micro products and support have earned a high level of trust. This is emblematic of Trend Micro's commitment to product stability, usability and customer service. "While other vendors struggle with acquisitions and wide-ranging product lines," observes Mark, "Trend Micro has followed a 'best-of-breed' approach and focuses on its core mission: virus/malicious code protection for the enterprise computing environment."

As Mark says, "Trend Micro products take much of the work and worry out of this part of our information security concerns. This allows me and the other IT professionals at Avery Dennison to concentrate IT resources on the enterprise-wide business computing solutions that will help Avery achieve another year of record growth, profitability and customer satisfaction."

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TREND MICRO'S CORPORATE HEADQUARTERS IS LOCATED IN TOKYO, JAPAN, WITH BUSINESS UNITS IN NORTH AND SOUTH AMERICA, EUROPE, ASIA, AND AUSTRALIA. FOR MORE INFORMATION PLEASE VISIT: [WWW.TRENDMICRO.COM](http://WWW.TRENDMICRO.COM).

### THE ADVANTAGES OF TREND MICRO

- **Global Innovation:** Trend Micro has been a pioneer in the antivirus software market since 1988, developing innovative strategies to protect information as new computing standards are adopted around the world
- **Server Market Leadership:** With the leading market share at the Internet gateway, Trend Micro is the global leader in server-based antivirus software (IDC Report: Antivirus Software 2002: A Segmentation of Market)
- **Flexible, Best-of-Breed Technologies:** Trend Micro antivirus products and services are designed to integrate seamlessly with leading firewalls, intrusion detection systems, and other best-of-breed solutions for the complete enterprise strategy
- **Services and Support:** Trend Micro products and services are backed by TrendLabs, a global network of antivirus research and support centers. TrendLabs monitors potential security threats worldwide 24x7 and develops the means to identify, detect, and eliminate new viruses

### TREND MICRO INCORPORATED

10101 N. De Anza Blvd.  
Cupertino, CA, 95014, USA  
toll free: +1-800-228-5651  
phone: +1-408-257-1500  
fax: +1-408-257-2003

[www.trendmicro.com](http://www.trendmicro.com)