



CASE STUDY 30
FOR HONEYWELL IAC

PRODUCT
TREND MICRO™ SCANMAIL™ FOR MICROSOFT™ EXCHANGE

DECEMBER 2000

Honeywell Industrial Automation and Control Relies on Trend Micro's "Lightning Quick" Antivirus Response for Loveletter and Other Threats

"Trend Micro™ ScanMail™ for Microsoft™ Exchange is the primary weapon we use in the Industrial Automation and Control [IAC] division at Honeywell to control viruses," says Dan Replogle, Technical Analyst, Email Support Team. ScanMail for Exchange protects Honeywell IAC's 6,000 users across 11 Microsoft Exchange servers. "Trend Micro consistently beats [other] US antivirus vendors to the punch by providing the virus pattern files we need to keep viruses from affecting us."

"The recent LOVELETTER, NEWLOVE, RESUME viruses could have been killers — but Trend Micro got these pattern files out fast and first to stop these threats," explains Dan. "They have always been there for us ever since we signed up for ScanMail for Exchange back before the Melissa and Explore.zip viruses in late 1998. The company is so lightning quick with virus patterns updates, there have even been one or two occasions where the files have been available before we even looked up to deploy them!"

PLEASED WITH MULTIPLE AVENUES OF TREND MICRO SERVICES AND SUPPORT

Dan continues, "I am responsible for maintaining email services including client support and server-based email antivirus. So I really appreciate Trend Micro helping me to serve my own customers by offering multiple avenues of technical support and antivirus research resources. Trend Micro Solution Bank is great for helping me quickly reference and work through the most commonly encountered technical snags with products. I have used the Virus Doctor email resource to investigate quite a few suspicious files — and I had responses back within 24 hours. Technical support over the phone has been great, when I've needed it!

"We are really pleased with Trend Micro across the board. Being first with virus pattern files is Trend Micro's greatest asset to Honeywell," concludes Dan. "But that leading edge responsiveness transfers not only to Trend Micro ScanMail product which runs elegantly and efficiently, but also to Trend Micro's excellent customer support."

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— Dan Replogle
Technical Analyst,
Honeywell Industrial Automation
and Control

www.trendmicro.com

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.

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