



Manpower

Customer profile

A world leader in providing job placement services for employers and their future employees

Industry

Employment Services

IT environment

Centralized IT infrastructure supporting 6,000 nodes running Windows 2000 and XP in North America's 450 to 500 branch offices.

Challenges

Manpower needed a smoothly running network with up-to-date protection from security breaches and help for meeting compliance pressures

McAfee solution

McAfee ePolicy Orchestrator (ePO) 4.0, McAfee VirusScan Enterprise, and McAfee Anti-Spyware Enterprise in conjunction with Platinum support

Results

- Upgraded smoothly to ePO 4.0 with only two hours of preparation; reduces time spent on new deployments
- Reduced the effort required to be the middleman on security issue communication for the support team
- Resolved problems installing ePO on thin client machines in two hours that would have posed significant challenges without Platinum support

McAfee ePO and Platinum Support Save Time and Improve User Service Throughout the Manpower North American Enterprise

Manpower Inc., a global leader in the employment services industry, relies on McAfee to protect 6,000 nodes at 500 sites in its North American network. A long time user of McAfee ePolicy Orchestrator® (ePO™), Manpower was one of the first companies to move to version 4.0 and is finding it so easy to deploy that IT can afford the time to install it for many users who have never had direct access to the solution before. The firm also uses McAfee VirusScan® Enterprise and McAfee AntiSpyware Enterprise on its clients to ward off threats and help achieve compliance with Sarbanes-Oxley (SOX) and PCI DSS regulations. Manpower safeguards its entire McAfee suite with McAfee Platinum Support to receive rapid resolution on issues from McAfee's foremost experts.

Challenging security and compliance environment

Manpower Inc. creates and delivers services that enable its clients to win in the changing world of work. Celebrating its 60th anniversary in 2008, the \$21 billion company offers employers a range of services for the entire employment and business cycle including permanent, temporary, and contract recruitment; employee assessment and selection; training; outplacement; outsourcing; and consulting. Manpower's worldwide network of 4,500 offices in 80 countries and territories enables the company to meet the needs of its 400,000 clients per year, including small and medium-sized enterprises in all industry sectors, as well as the world's largest multinational corporations.

The Manpower information network in the United States is complex. There are 6,000 nodes in the Milwaukee headquarters and 500 branch offices. This environment poses serious security challenges. Additionally, the firm is continually deluged with compliance demands, including SOX and PCI DSS requirements—both of which have many IT-related ramifications. A further challenge is that the Manpower culture traditionally did not encourage employees to consider specific IT issues or broader IT security and compliance issues.

Early adopter of ePO, among the first with 4.0

The task of dealing with all this IT security and compliance complexity falls to Lance Fahey, IT Security Specialist for Manpower's Technology Infrastructure Support group, and his team. "Our response was to simplify the problems by adopting McAfee software for all our client machines including ePO, VirusScan Enterprise, and AntiSpyware Enterprise," he says. "They ward off threats in the background, allowing our people to continue to focus on their business issues the way they're used to working. We insist on a set of policies that apply whenever anyone wants to connect to our corporate data system. Basically, they're required to adopt ePO and the other McAfee products if they want to be part of our network. That way they're protected and we have a much easier time achieving compliance."

Manpower was one of the first companies in the world to deploy ePO 1.0 in production and has been using the product to protect its network ever since. The firm has stayed current with ePO releases and was early to move to version 4.0, an upgrade that proved to be exceptionally smooth. “I kept hearing that it was a pretty flawless upgrade, and it was,” says Fahey. “A couple of hours of preparation was all I put in, and it turned out that was all I needed.”

Just a few seconds to protect new clients

One of the biggest benefits of ePO 4.0 as an Internet-based rather than client-based application is its ease of deployment. “Basically, McAfee ‘web-ized’ the application, which made a huge difference for us in terms of bringing it up on client machines,” says Fahey. “Instead of having to install fat client software on every machine, I just send users a link and provide them with an appropriate level of access. Rather than having to spend hours on site with each machine for every installation and upgrade, all I have to do now is take a few seconds and send an email with the link.”

As a result Manpower has been able to install ePO on the clients of many users who in the past had to contact Fahey and his staff to learn about virus threats and other security issues. The client engineering team, for example, which performs second-and third-level support for all of Manpower’s McAfee products, now has first-hand access to ePO for the first time. The staff at the Service Desk, which is charged with supporting all users at headquarters and in the field, will soon be able to find out directly whether the root of user problems might lie in virus attacks.

“These are just some of the things I’d never have been able to do without version 4.0,” Fahey reports. “And it’s more than just saving time. It’s fundamentally a matter of relieving us from the burden of core administration of their machines. Users can still come to me on an

exception basis of course, but basically they’re in control of the resources required to do their jobs—which has all kinds of benefits to them, to us, and to the company as a whole. ePO has been great all along, but 4.0 is the best of all.”

Platinum support—an extension of the IT organization

Fahey and his group have found another way to save time and expedite the deployment of new technologies: by engaging McAfee Platinum support.

“McAfee just recently enhanced its Platinum support so we not only get our assigned Support Account Manager (SAM), but also direct access to McAfee’s Product Specialists,” Fahey says. “By providing proactive support, Platinum Support gives us more than just issue resolution. We recently saw information on a phishing attack targeting CEOs and wanted to understand more about the threat. We called our SAM and he worked with McAfee’s Avert® Labs research team to provide us comprehensive analysis of the threat.”

Another example of the benefits occurred recently when the group attempted to install ePO on thin client technology terminals. Initial proof-of-concept identified an issue that threatened to delay deployment, since Manpower policy requires that McAfee VirusScan Enterprise be fully operational before any new system is added to the network. “We called the McAfee Product Specialist whose very detailed knowledge of ePO and VirusScan had us up and running in no time and ensured we could deploy the thin clients in time,” recalls Fahey.

“The Platinum support people have direct access to developers,” Fahey concludes. “They’ll stay on the phone with me until a problem is completely resolved, which in some really complex cases has taken hours. McAfee provides the best support of any company I’ve ever dealt with.”

McAfee provides the best support of any company I’ve ever dealt with. They’ll stay on the phone with me until a problem is completely resolved.

Lance Fahey
IT Security Specialist,
Technology Infrastructure Support
Manpower

