

Telefónica México Unifies Endpoint Protection

McAfee® Endpoint Security provides a simplified and scalable security framework



Telefónica México

Customer Profile

A leading Mexican telecommunications company

Industry

Telecommunication

IT Environment

6,000 Microsoft Windows endpoints across Mexico

A leading telecommunications company in Mexico relies on McAfee to help keep them ahead of sophisticated threats like recent ransomware attacks with its low-impact, high-performance unified endpoint security solution.

CASE STUDY

Like its Spanish parent company, Telefónica México was a longtime McAfee customer with a high level of satisfaction with McAfee support and technology. Experiencing steady growth since it established a foothold in Mexico in 2001, Telefónica was ready to upgrade and streamline its legacy endpoint security solutions. “To protect endpoints above all else,” became the security team’s new focus, says Cybersecurity Manager, Guillermo Pichardo.

The company’s legacy endpoint defense consisted of McAfee® VirusScan®, McAfee Host Intrusion Prevention, and McAfee SiteAdvisor® Enterprise. In an effort to streamline and modernize the company’s endpoint security, Telefónica’s Cybersecurity Manager, Guillermo Pichardo, sought a lightweight solution that was scalable, minimally impacted endpoint performance, reduced security management overhead, and simplified compliance—and offered protection against today’s sophisticated threats, including ransomware.

McAfee Endpoint Security Consolidates and Simplifies Endpoint Protection

Pichardo and his team made the decision to deploy McAfee Endpoint Security because it integrated most of their existing capabilities into a single, unified solution that employed advanced technologies like machine learning, heuristics, and reputation to enable quicker detection and response. “One of the reasons this made sense to us is that the different modules that make up McAfee Endpoint Security are consolidated into a single security product. We were looking for something that would reduce complexity, create greater efficiencies,

and provide us with improved performance,” reports Pichardo. “In addition, it had many improvements over our existing solution, like McAfee Global Threat Intelligence and better overall visibility to threats that target our endpoints.”

The Telefónica security team deployed three core modules: Threat Prevention, Web Control, and Firewall. The McAfee Endpoint Security deployment tool and single-agent architecture made it easy to enable 100% coverage across the entire Telefónica endpoint population in a relatively short period of time. “The migration assistant was very intuitive, and we had no problems at all while migrating,” he recalls. “Scalability is simple, and this was made evident by the ease of our full-scale McAfee Endpoint Security adoption.”

Added Visibility Helps Defeat Ransomware

By providing additional visibility to advanced threats, McAfee Endpoint Security was instrumental in helping Telefónica intercept a WannaCry ransomware outbreak. When the threat hit, McAfee Endpoint Security went to work and immediately protected the affected PC’s data, preventing the malware from encrypting it and locking it down. WannaCry ransomware gained headline attention after it infected nearly a quarter of a million computers in business and government organizations across 150 countries.

Lightweight, Single-Agent Architecture Improves Productivity

For Telefónica, another attractive feature of McAfee Endpoint Security is its single-agent architecture, making it a lightweight product compared to the company’s

Challenges

- Securing endpoints against advanced threats, including outbreaks of WannaCry ransomware.
- Safeguarding endpoints with minimal performance and productivity impact.
- Increasing visibility to malicious activity across the entire endpoint environment.
- Decreasing operational costs by simplifying and automating security updates and management.

McAfee Solutions

- McAfee Complete Endpoint Threat Protection
- McAfee Endpoint Security
- McAfee® ePolicy Orchestrator® (McAfee ePO™) software
- McAfee Platinum Support

Results

- Stronger protection against advanced threats such as ransomware and greyware.
- Better overall visibility to security incidents.

CASE STUDY

legacy endpoint protection. This has been a great benefit for users, boosting their productivity. As Pichardo points out, “It doesn’t overwhelm endpoint resources.”

Scans are done only when employees are not using their PCs. Additionally, CPU utilization is vastly improved—nearly 89% better than Telefónica’s previous McAfee endpoint solutions. Not only is scanning faster and unobtrusive, basic computing operations, such as installing and opening applications, web browsing, and even shutdowns and boot-ups are faster. “McAfee Endpoint Security has virtually eliminated complaints at scan time, and technical support calls are down to zero,” notes Pichardo.

Expanding Defenses with Dynamic Application Containment and Real Protect

As Pichardo and his team continue to build up the company’s endpoint defenses, they have plans to test and deploy McAfee Complete Endpoint Threat Protection, which includes Dynamic Application Containment (DAC). DAC will deepen Telefónica’s security capabilities by tracing and containing the first instance of greyware threats and infectious malware before they can spread and do damage on networked and off-network systems. Since DAC is also a lightweight component and doesn’t require a cloud connection,

users at Telefónica will be protected no matter where they work—again with little impact on machine performance and productivity. With the implementation of McAfee Complete Endpoint Threat Protection, Telefónica will also add cloud-based Real Protect to its cybersecurity arsenal. Real Protect uses machine-learning technology behavior classification to help the company improve detection and remediation of zero-day malware.

A Worthwhile Investment that Yields Operational Efficiencies

Pichardo believes that McAfee Endpoint Protection has already proven its value for his organization, even before implementing DAC and Real Protect. He notes that as Telefónica México rolls out Microsoft Windows 10 across the enterprise, McAfee Endpoint Security is included in the new desktop image. “It’s an excellent investment, and I would highly recommend it. Immediate protection is a huge benefit, and, from an operational standpoint, it is a straightforward product to manage, as you can update policies, tasks, or deployments very easily,” he asserts. “With McAfee Endpoint Security, we also found that Extra.DAT update processes have been simplified, and we no longer depend as much on our IT or support departments.”

- Significantly decreased endpoint resource demand and created a positive user experience.
- Ease of scalability to accommodate growth.
- Operational efficiency and simplified processes reduce dependency on IT support.

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—Guillermo Pichardo,
Cybersecurity Manager,
Telefónica México



2821 Mission College Boulevard
Santa Clara, CA 95054
888 847 8766
www.mcafee.com

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