Case Study

HelpSystems Integrates McAfee Embedded Control Antivirus Protection for Power Systems Servers

HelpSystems

Customer profile
Global provider of solutions for IBM systems management, security, and business intelligence.

Industry
High technology

IT environment
Provides solutions to more than 7,000 customers, from small businesses to Fortune 100 companies.

Challenge
Protecting customers from infected files on host servers.

McAfee solution
McAfee Embedded Control

Results
- Virus protection across multiple platforms.
- McAfee Labs research enables global, real-time protection.
- McAfee brand and reputation help sales efforts.

HelpSystems got off the ground in 1982 by selling an automated job scheduling program for the IBM System/38. Today, HelpSystems is a global provider of solutions that optimize IBM environments. The company provides software that helps reduce data center costs by improving operational control and delivery of IT services. HelpSystems has 14 offices worldwide and is headquartered in Eden Prairie, Minnesota.

Virus Threat to Host Servers

The IBM Power Systems line of servers can act as file servers so users can host, store, and share files throughout the network. When IBM redesigned the architecture to allow the hosting of Microsoft Windows, Unix, and other file formats, the change meant that if a file on the server was infected, the virus could quickly spread to PCs and other devices connected through the network and be executed.

To complicate the matter, Power Systems servers don't have an automatic recovery option, so unless the administrator has tape backup or another means of restoring information, the company could lose its documents as a result of an attack. "We've had customers who have lost 25,000 files because of a virus," explains Heather Beck, Product Support Manager for HelpSystems.

Business Trigger: Collaborating Against Virus Threats and Malicious Code

As Bytware (a division of HelpSystems) and IBM realized the serious exposure to Power Systems users, they turned to McAfee. McAfee worked with IBM and Bytware to integrate the McAfee® Embedded Control scanning engine into its StandGuard Anti-Virus product.

Solution Focus: Antivirus Protection Powered by McAfee Embedded Control

The scanning engine from McAfee Embedded Control provides heuristic analysis to detect previously unknown computer viruses, as well as new variants of viruses. McAfee worked with Bytware to extend antivirus protection to HelpSystems customers across multiple platforms.

"McAfee gives us a competitive edge in the market," says Beck. "Products that incorporate open source technology have to depend on the user community to develop virus definitions and report threats. The reality is that while open source scanning engines seem to be appealing, no-cost options, they are not viable solutions for protecting your business because the rate of rapid change of modern threats. We can rely on McAfee and trust its team of researchers to define and handle threats."

> *"Our customers want reassurance that the data that they're storing on Power Systems is secure. Coupling our solution with a very well-known and respected security partner like McAfee makes it a no-brainer to choose our solution over our competitors."*
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> —Heather Beck, Product Support Manager, HelpSystems

At McAfee Labs, threat researchers across the globe correlate real-world data collected from millions of sensors across key threat vectors—file, web, email, and the network—and deliver threat intelligence in real time to increase protection and reduce risk.

Why McAfee? Partnering with McAfee Adds Value to HelpSystems Customers

"We've been providing solutions in this space and for the IBM platform for a very long time," says Beck. "Our customers want reassurance that the data that they're storing on Power Systems is secure. Coupling our solution with a very well-known and respected security vendor like McAfee makes it a no-brainer to choose our solution over our competitors."

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