



eScanTM

Anti-Virus & Content Security

C-Edge Case Study



Organization

C-Edge Technologies Ltd. is a Technology, Infrastructure and Services provider to banks in the country. The company is formed as a joint venture by Tata Consultancy Services Ltd. (TCS) and State Bank of India (SBI) to:

- Provide transformational capability to the Indian financial services market, by addressing major technology needs of this industry
- Be an integrated solutions provider and aspire to create a niche market for itself in India and abroad by leveraging the domain competencies of both parent companies
- Create specialized offerings to customers
- Strive to provide world-class services to customers

C-Edge as a company brings in a rich, varied and enviable experience in technology and banking domains through its promoters, who are renowned world over for their premier position in their respective fields of business. They are a leader in providing complete financial services for banks on an OPEX financial model including core banking, which is ideally suited for small and large banks. Additionally, it offers ready-to-use solutions on-the-cloud making IT affordable and implementation of financial services a breeze.



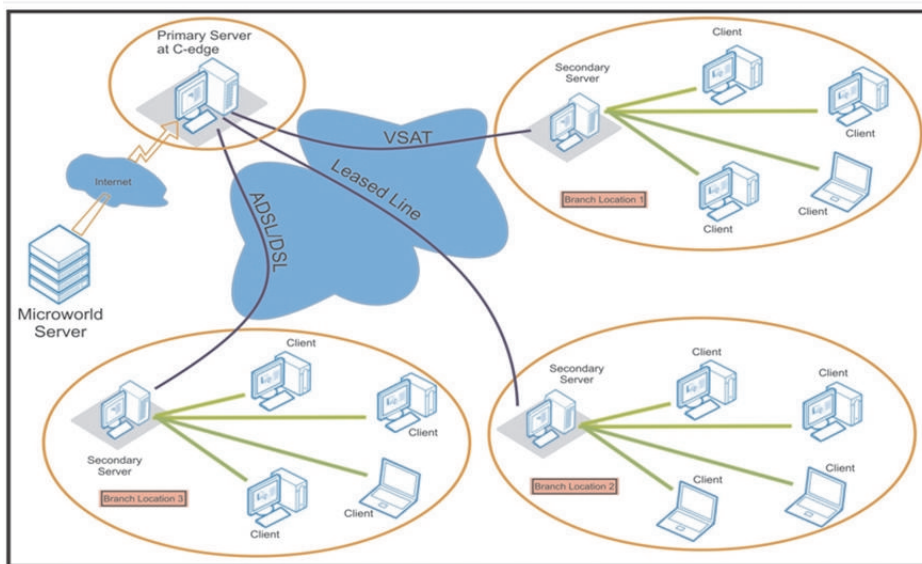
Mr. Jitendra Chivate
Programme Manager
C-EDGE Technologies LTD.

“Cost was a huge factor and since the previous security suite was resource hungry, renewing was not an option”

Challenge

eScan Corporate has been an integral part of C-Edge for 4 years and the company has been growing ever since. It was back in 2009 when the company faced a number of issues with their existing anti-virus vendor. According to Mr. Jitendra Chivate, their existing anti-virus solution was not up to the mark in detecting and removing IT Security threats. In addition to this, bandwidth consumption was another issue as the product consumed almost all available resources when performing a product update. This basically left low bandwidth clients high and dry when in need for updates. Secondly, the overall scalability of support was dwindling as they were failing to respond to issues in 'C' class cities. Last but not the least, the product itself failed to scale up as and when required. For instance, when we take employees into consideration, we have to keep in mind that they are used to being connected most of the times. Plus, close to 90% are used to having a fast internet connection back home - allowing them to chat, browse, listen to music and watch videos over the internet. So their expectations remain the same when they are at work. To

Data Flow – Server to Desktop



put things little more in perspective, the overall file size and video streams have grown to almost 10 times. Websites are no more just limited to texts; there are flash files, videos, ads, hi-res images that generally make a whole webpage. And with HD making the rounds on most video portals, a minute of streaming videos consumes more bandwidth than most flash based webpage's.

As stated by Mr. Jitendra Chivate, "Cost was a huge factor and since the previous security suite was resource hungry, renewing it was not an option. Moreover, we wanted to invest in a security suite that is flexible and provides the best security in terms of bandwidth management and malware control."

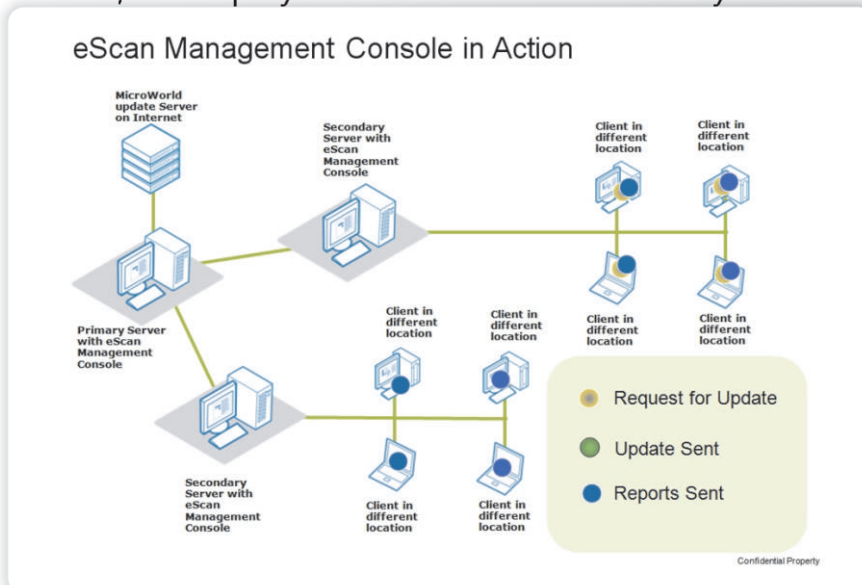
Solution

After analyzing the requirements, eScan Corporate was narrowed down as it provides unmatched flexibility and management from anywhere within the network using just a browser. Second, eScan Corporate comes with multiple integrated solutions that act as an extra layer of protection.

C-Edge's purchase of eScan Corporate not only conformed to their needs and provided a rock solid anti-virus solution but also covered other aspects such as anti-spyware, anti-spam, firewall, endpoint security, email filtering across all 15,000 systems. With eScan Corporate, all features come integrated and can be managed using a single web console.

Looking back, the company had a number of issues with their then security solution that went against the overall conformity and usability as far as the product was concerned. With eScan however, the deployment across all connected systems was

“The product seamlessly uninstalled and removed the old security suite and installed the required eScan agents across the network”



easy

and fast. With approximately 4,000 machines functioning and with the previous security suite installed, it was virtually impossible for administrators to attend and uninstall the required software from each machine. It was here where eScan's built-in software un-installation module changed the state of play. "Installing eScan was quick and easy. During installation, the product seamlessly uninstalled and removed

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the old security suite and installed the required eScan agents across the network”, said Mr. Jitendra Chivate. With an effective deployment rate of 200 machines a day, eScan Corporate was up and running in just about 20 days.

Managing endpoint security using eScan's Management Console couldn't have got any easier. From dashboard customization to report generation in user friendly formats such as PDF, Excel, CSV format to deployment of agents, eScan lets administrators get an immediate overview of the current security status of all desktops and servers. The update process is also easy since the server and clients can be manually configured to push and pull updates at regular intervals, thus eliminating the chance of a network bottleneck. Moreover, the updates are incremental and are pushed from eScan servers every hour, making the overall package very small. The update therefore doesn't take up much of the networking resources when downloading. A much required and wanted aspect as far as C-Edge is concerned. “Truth be told, with the deployment of eScan, we have eliminated incalculable man-hours by eliminating manual download of patches, hotfixes and upgrades.” said Mr. Chivate. “Moreover, we have also grown in numbers; from just 4000 PCs to over 15,000 PCs. Deployment of eScan has never been a problem as the product is quick to detect a new machine when plugged into the network. The administrator can then remotely deploy and monitor the connected PC.”

With its superior on-access scan engine, the overall number of security incidents is close to negligible; allowing administrators to look into other functional and important aspects of IT. Moreover, with the rise in web-based attacks the need to have an Intrusion Detection System (IDS) in place was also of the highest priority. With more than 14 years of experience, eScan's IDS is capable of detecting and blocking unwanted intrusions before they can cause any harm. Mr. Jitendra Chivate goes on to state, “With the implementation of eScan Corporate, administrators are more than capable of blocking web-based attacks they otherwise wouldn't have known before. Furthermore, this extra layer of protection helps decrease operational expenses by thwarting attacks, thus preventing network downtime. Overall network management has never been this easy and operational.” The security platform also lets administrators quarantine vulnerable or infected systems, thus nullifying the probability of infecting other systems within the network.

Result

- Enhanced endpoint protection
- Increased productivity
- Enhanced real-time protection
- Reduced incident response rate
- Centralized management system- allowing administrators to remotely deploy and manage PCs
- Extensive Reporting in PDF, XLS and CSV format
- Easy deployment, management and maintenance



Our Offices

USA:

MicroWorld Technologies Inc.
31700 W 13 Mile Rd, Ste 98
Farmington Hills, MI 48334,
USA.

Tel: +1 248 855 2020/2021
Fax: +1 248 855 2024.
TOLL FREE: 1-877-EZ-VIRUS
(USA Only)

E-mail: sales@escanav.com
Web site: www.escanav.com

India:

MicroWorld Software Services Pvt.
Ltd.
Plot No.80, Road No.15, MIDC,
Marol, Andheri (E),
Mumbai- 400 093, India.

Tel: +91 22 2826 5701
Fax: +91 22 2830 4750

E-mail: sales@escanav.com
Web site: www.escanav.com

Germany:

MicroWorld Technologies GmbH
Drosselweg 1,
76327 Pfingsttal,
Germany.

Tel: +49 72 40 94 49 0920
Fax: +49 72 40 94 49 0992

E-mail: sales@escanav.de
Web site: www.escanav.de

Malaysia:

MicroWorld Technologies Sdn
Bhd.
(722338-A)
E-8-6, Megan Avenue 1,
189, Jalan Tun Razak,
50400 Kuala Lumpur, Malaysia.

Tel: +603 2333 8909 / 8910
Fax: +603 2333 8911

E-mail: sales@escanav.com
Web site: www.escanav.com

South Africa:

MicroWorld Technologies South
Africa (Pty) Ltd.
376 Oak Avenue, Block C
(Entrance at 372 Oak Avenue),
Ferndale, Randburg, Gauteng,
South Africa.

Tel: Local 08610 eScan (37226)
International: +27 11 781 4235
Fax: +086 502 0482

E-mail: sales@escan.co.za
Web site: www.escan.co.za