

Case Study - V.Ships

Customer Profile

V.Ships is the world's largest provider of ship management services, operating through three separate divisions – Ship Management, Leisure and Marine Services. It provides a wide range of services to the maritime industry including crewing, leisure, financial, insurance consulting and commercial.

This privately-owned company has expanded significantly in recent years due to several acquisitions including Celtic Marine, Acomarit and Martinoli and BNavit and employs 1,450 office staff and 23,500 sea staff.

With over 52 international offices located throughout 26 countries, V.Ships understands the true value that managed services can offer its customers. For example, providing third-party services, such as deck and engine management, marine planning and new building supervision to the cruise, ferry and super-yacht industries enables customers to put their trust in V.Ships, allowing them to focus on their own activities and areas of expertise.

The Challenge

With more than 1,300 seats to maintain, V.Ships' own IT department probably understands more than most the value of managed services. The challenges faced with managing a large IT network that is critical to the smooth running of the business is 'more than a full-time job' for the company's IT managers.

V.Ships uses a number of Web-based applications to enable its staff to communicate and carry out essential research. The threat of increasingly sophisticated malware targeting websites and Web-based applications posed a significant threat to the business continuity of the company. V.Ships required a solution could offer a scalable service in line with its own growth to monitor, intercept and alert it to potential threats from malware such as viruses, Trojans, spyware, tracking cookies, keystroke loggers and adware. Basically, anything that might interfere with the delivery of IT services and lead to costly outages needed to be blocked even before entering the corporate network.

V.Ships had a number of in-house legacy IT systems, each with its own anti-virus (AV) software which required constant updating with the latest signatures and virus definitions. Even when properly managed, traditional server-based and desktop AV and firewall defences can still leave a window of opportunity for malware attacks to deliver their destructive payload. One of the main challenges for V.Ships was ensuring total visibility of its entire IT security policies across the company. As the company grows in size, increasing numbers of employees are working remotely via the company's VPN. Managing IT security, while maintaining compliance with legal requirements, became increasingly challenging. More and more time was being devoted to IT security and less to other administrative and support tasks within the company.

"We've seen the damage that email-borne viruses can cause," said Walter Wilson, group network and security manager, V Ships. "We see perimeter protection policies and education as the best course of action for prevention against attacks of that nature."

"It seems that malware authors recognize that the days of mass virus attacks delivered via email are over. They are no longer looking for the notoriety this once gave them. Attacks on corporate networks have become increasingly sophisticated as malware takes on a more stealthy approach. We've noticed an increasing number of attacks directed towards Web-based applications," said Wilson.

ScanSafe Solution

In autumn 2005, V.Ships turned to Integralis, its trusted security partner, to find a solution to the issues they were experiencing with Web security. Integralis evaluated a number of gateway security options, and ultimately realized that due to the distributed nature of V.Ships network, a managed service was the only cost effective way to deliver their Web security. Using ScanSafe to manage its IT security, and outsourcing to a dedicated team of security specialists, operating 24/7, 365 days a year, made perfect sense.

In January 2006, V.Ships selected ScanSafe to manage its Web-based IT security and deployed its Web Malware Scanning, Web Filtering and Spyware Screening services.

V.Ships



V.Ships is the world's largest provider of independent ship management and related marine services to the shipping industry with 68 offices located in 26 countries, employing 1,450 office staff and 23,500 sea staff, and servicing a fleet of over 900 vessels encompassing most major ship types. V.Ships, together with V.Investments and V.People, is part of the V.Holdings Ltd group of companies.

Industry

Shipping

Employees

24,360

Solution

Web Malware Scanning & Web Filtering

Results

- Seamless deployment in 35 different break-out points in Europe, North America & Asia Pacific
- 'Zero' latency
- Complete, multi-layered protection from Web-based malware
- No hardware, no upfront capital costs, no maintenance

Web Malware Scanning provides V.Ships with protection from Web viruses and is powered by ScanSafe's patented –pending heuristics technology, Outbreak Intelligence. It removes harmful viruses before they reach the network, and identifies and blocks unknown attacks, freeing up IT staff from administration, patching and updating tasks.

Web Filtering provides control over how V.Ships' employees use the Internet. It provides easy-to-use tools to create, enforce and monitor company IT policies. Using the most accurate categorization databases, Web Filtering helps manage the firm's Internet traffic, protecting the network and staff from undesirable Web content.

Finally, ScanSafe's Web Malware Scanning service works alongside Web Virus Scanning delivering protection against threats that use stealth or deception. These include malicious spyware, nuisance adware and phishing attacks. This service can also help to identify machines which are already infected with spyware.

With fully global infrastructure, it was essential for V.Ships to have a supplier with the ability to service its offices located throughout the globe. In July 2006, ScanSafe went live with new datacenters in Sydney, Hong Kong and Singapore. This allows V.Ships to route all its Web traffic locally from Asia Pacific offices via ScanSafe datacenters, ensuring no slow down in the speed of their Internet access.

The Result

Since using ScanSafe, V.Ships has not had a single Web-based malware attack impact its IT network. More than 340 malicious Web viruses have been blocked while spyware and adware blocks are averaging 150,000 per month. Early detection and alerting from ScanSafe's IT security specialists has helped V.Ships stay one step ahead of the game and maintain the integrity of the company's confidential data. Staff is able to continue their work safe in the knowledge that they won't become the next innocent victim of a malware attack while browsing the Internet.

"We view Web-based communication as a valid and relevant business application. Any ingress to our corporate network from viruses or any other kind of malware is taken extremely seriously." Wilson said.

ScanSafe

ScanSafe is the largest global provider of Web Security-as-a-Service, ensuring a safe and productive Internet environment for businesses. ScanSafe solutions keep viruses and spyware off corporate networks and allow businesses to control and secure the use of the Web and instant messaging. As a fully managed service, ScanSafe's solutions require no hardware, upfront capital costs or maintenance and provide unparalleled real-time threat protection. Powered by its proactive, multilayered Outbreak Intelligence™ threat detection technology, ScanSafe scans more than 7 billion Web requests and blocks 12 million threats each month for customers in over 30 countries.

With offices in London and San Mateo, California, ScanSafe is privately owned and financed by Benchmark Capital and Scale Venture Partners. The company received a 2007 CODiE award for Best Software as a Service Solution, the Info Security Global Product Excellence Award for Best Managed Security Service and was named one of Red Herring's Top 100 Technology companies. For more information, visit www.scansafe.com.

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