

## CUSTOMER CASE STUDY

# Wood Group



## Customer Profile

Wood Group is an international energy services company, employing 27,000 people worldwide and operating in 46 countries.

The Group has three businesses – Engineering & Production Facilities, Well Support and Gas Turbine Services – providing a range of engineering, production support, maintenance management and industrial gas turbine overhaul and repair services to the oil & gas, and power generation industries worldwide.

The Internet and Web-based applications are used extensively by employees throughout the company for business-critical tasks including storing the details and specifications of all the company's suppliers and equipment. Wood Group does not impose strict corporate policies on the Internet upon employees and allow some personal usage.

Wood Group needed a security solution to protect its network from the growing number of increasingly sophisticated Web threats. Wood Group required a cost and time effective, centralised security solution for its widespread company that would offer real-time protection from malware and unwanted content.

## The Challenge

A key challenge which Wood Group faced was the distribution of its offices and the policies required due to the varying terms and conditions of different countries. As Wood Group has employees based in countries such as China and Russia, separate policies needed to be set according to the local rules around Internet usage.

Wood Group also wanted to create a standardised system for Internet security across all 46 countries.

"Before using ScanSafe we had in-house application boxes across 46 countries and 4 or 5 Web filtering solutions," says Jim Titmuss, group IT infrastructure manager. "We feared that using so many solutions and not having a centralised service left us open to exposure. As a result, we began looking for one solution to deploy across the entire company."

Wood Group required a cost effective solution that would free up the time of their IT staff allowing them to focus on tasks that would directly add value to the business.

"We felt a managed IT security service was the most cost effective way to deploy protection. It meant that someone else would be improving the service all the time without us having to do anything," continues Titmuss.

Wood Group conducted extensive research over 6 months and looked at 4 different solutions. After weighing up the benefits of each, Wood Group decided to choose ScanSafe.

## The ScanSafe Solution

Wood Group has been a ScanSafe customer since January 2008 and will be protecting all Wood Group users in 46 countries. In September 2008, ScanSafe was already protecting 3,000 users with the aim of increasing this to 12,000 by 2009. The ScanSafe service will continue to be deployed until all Wood Group users are protected. ScanSafe is providing Wood Group with both Web Malware Scanning and Web Filtering. Wood Group also recently upgraded to

## About Wood Group



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**Industry**  
Oil & Gas

**Employees**  
27,000

**Solution**  
Web Malware Scanning & Web Filtering and Anywhere\*

**Results**

- Significant cost savings
- 24/7 real-time scanning and threat protection
- Rapid deployment
- Near-zero latency
- Significant time savings allowing IT staff to focus on tasks that directly add value to the business
- 100% effective at blocking all known and emerging Web threats

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Anywhere+ for 1000 of their mobile users. Anywhere+ is the world's first SaaS Web security providing real-time protection from malware and enforcement of acceptable Internet usage policies for all users surfing the Web regardless of their location.

Web Malware Scanning offers protection from Web-borne viruses and is powered by ScanSafe's Outbreak Intelligence, a proprietary security platform that detects zero-hour and known malware threats. By using a combination of multiple, correlated detection technologies, automated machine-learning heuristics, and the industry's largest Web data set, Outbreak Intelligence provides the most effective solution against new and known Web malware. It removes harmful viruses before they reach the corporate network. It also delivers protection against threats that use stealth or deception. Finally, it helps identify machines which are already infected with spyware.

"We chose ScanSafe as we felt it was technically a better solution, commercially a better deal and the user implementation was superior to other solutions." Titmuss explains.

"We felt at risk using so many solutions previously. With a centralised support model in place we feel confident that both our network and our employees are protected."

Protecting roaming employees is becoming a significant challenge for corporate security and one of the main attractions of ScanSafe was its Anywhere+ solution. Titmuss comments "Anywhere+ makes it possible to protect our remote users wherever they are working without introducing latency, increased support or other administrative headaches."

"We have a fairly relaxed policy to Internet usage; however with ScanSafe Web Filtering we can now rest assured that our employees are not browsing inappropriate categories."

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

## The Results

On average ScanSafe is now blocking around 150,000 spyware blocks and 330,000 Web filtering blocks for Wood Group on a monthly basis.

ScanSafe is now the sole security solution for Wood Group and is filtering staff Web traffic at the source ensuring it is free from malware.

"The implementation of ScanSafe was excellent," Titmuss comments. "We were very happy with how quickly we could deploy the service and our employees feel they now have a better, quicker solution. All the feedback we have received has been extremely positive and there have been no issues reported."

Wood Group noticed that having a centralised solution allowed them to make policy changes quickly reducing the amount of time and effort they were spending on security.

"ScanSafe's technology has proved to be 100 per cent effective. We have also made significant cost savings in using ScanSafe and have found the solution to be more effective than the security model we had in place previously."

Titmuss adds, "We would certainly recommend ScanSafe to other companies as using the solution has been a good experience for us and the technology seems to be working well."

## About ScanSafe SaaS Solutions

ScanSafe is the pioneer and largest global provider of SaaS Web Security, ensuring a safe and productive Internet environment for businesses. ScanSafe solutions keep malware off corporate networks and allow businesses to control and secure the use of the Web. As a SaaS solution, ScanSafe eliminates the burden of purchasing and maintaining infrastructure in-house, significantly lowering the total cost of ownership. Powered by its proactive, multilayered Outbreak Intelligence™ threat detection technology, ScanSafe processes billions of Web requests each month for thousands of enterprise customers.

In 2009, the company was awarded "Best Content Security" solution by SC Magazine Europe for the third consecutive year.

For more information, visit [www.scansafe.com](http://www.scansafe.com)

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