Elopak

FACTS-AT-A-GLANCE

CUSTOMER:	Elopak
INDUSTRY:	Manufacturing
REVENUE:	N/A
PRODUCT:	F-Secure Anti-Virus Total Suite
DEPLOYMENT:	1000 seats; 10 servers

Standardizing for Global Security

Elopak might not be a household word, but its products certainly are in household use. Elopak gained the first patent for the ubiquitous milk carton and today continues to manufacture packaging machinery and paperboard containers for the milk and juice industry. Headquartered in Stabekk, Norway and generating over 1.7 billion cartons each year with locations in 32 countries, Elopak has achieved remarkable success since a group of Norwegian housewives carried home the first set of lightweight cartons filled with fresh milk from the Asker Mejeri (Asker Dairy) outside Oslo in 1957.

Elopak uses a single, central IT network using a highly complex tree to connect all worldwide corporate offices for individual support. The IT network obviously controls many vital systems for the global operation, including all e-mail and Internet access. Mark Simmer, IT coordinator on a 32-country network, implemented F-Secure Anti-Virus software as one of his first projects when he joined the company in 1996. Simmer had used an F-Secure predecessor, F-Prot, as his virus-protection software of choice in his own company for years and considered it "the best product out there." "My reputation was on the line with each of my clients when I was running my own company," said Simmer, "and F-Secure never let me down." Simmer purchased and implemented the F-Secure Anti-Virus Total Suite for North America, Mexico, Canada and the Caribbean – regions he is responsible for at Elopak. Shortly thereafter, Elopak engaged in a review for a corporate-wide antivirus system soliciting the input of its regional IT personnel. Simmer recommended F-Secure.

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CASE STUDY

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F-Secure Beats Competitive Products In Real-Life Tests

"In comparison with Norton, MacAfee, Computer Associates Inoculan, Gwendavere and Dr. Solomon, the corporate review team determined that F-Secure found the most viruses, cleaned the most viruses and was the friendliest, least resource-intensive product," said Simmer. "We tested it on all our standards including the Windows NT operating system, Novell, a variety of laptops, servers, RAM sizes and types of applications running in three-country's test networks."

First to Secure the Mobile Enterprise

According to Simmer, another compelling benefit was that F-Secure was also the first on the market to provide support for PDAs. It also pioneered the BackWeb service that has since been copied by many other vendors. BackWeb is a software package that runs in the background keeping track of which version of the antivirus software is on the server at any time. Whenever a new version is released, BackWeb automatically downloads it to the server and puts the definitions into a directory where they can be pushed out to all workstations. BackWeb also provides an optional newsletter that provides detailed information on new viruses, outbreaks, breaking news, etc. This information is displayed continuously on the bottom of the administrator's computer monitor. The newsletter also tells how to protect against an impending virus until the new definition is shipped.

Centrally-Managed Antivirus Policies

Simmer has F-Secure Policy Manager installed on a single, dedicated web server that is used to receive and update antivirus software on 150 seats locally and is in the process of setting up two mail scanner servers to handle more than 500 users globally. The internal web server controls all of the desktops on which antivirus policies are strictly enforced. The internal server is connected to the F-Secure server and configured to receive and disperse definitions as soon as they are received. According to Simmer, this immediacy has saved them on many occasions. "We don't like downtime," said Simmer. "Time is money."

At one point Elopak operations in Norway broke with the corporate standard and began using another antivirus software. "We immediately began to receive viruses on our internal server," said Simmer. "We could tell they were coming in through our private WAN from Norway. So, we worked with the group to get F-Secure re-installed and to consolidate support through the F-Secure US office. F-Secure bent over backwards to make this work, even with signing a contract written in Norwegian! And we haven't had any problems since. That's the beauty of F-Secure. Once you have it implemented properly, it truly protects you. The viruses are caught and deleted before they arrive. At worst case, they come in as temp file and are promptly isolated and deleted.

Unparalleled Customer Support

Said Simmer: "F-Secure definitely provides the best bang for the buck. I've had a lot of experience calling support services and they have been the most helpful. Whether it's been detailed, step-by- step assistance or escalating the problem to a specialist, they do whatever it takes. I've even had people call me from home on a cell phone to get my problem resolved."

• **F-Secure Anti-Virus Total Suite:** F-Secure Anti-Virus Total Suite automatically and transparently delivers the most powerful and up-to-date protection against computer viruses and malicious code to your workstations, servers, firewalls, e-mail systems and mobile devices under one centralized management system.

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