

H J Heinz

FOODS

Heinz has trusted Sophos to protect its desktop users and email systems from malware and spam for many years. As part of its multi-tier approach to IT security, the company needed more robust protection against web-based threats and the use of unauthorised applications. Sophos Web Security and Control was implemented at the web gateway because of its high degree of accuracy in blocking known and unknown threats. Heinz also started to use the application control capabilities offered by Sophos Endpoint Security and Control.



Business challenge

H J Heinz is one of the world's leading companies, marketing both to consumers and to food service channels. Its global business makes high quality, convenience foods available in over 200 countries. As an internationally recognised brand, Heinz has long understood the importance of maintaining a high level of IT security to protect against the potential impact of cyber crime, in terms of both cost to its business and reputation damage.

It is therefore no surprise that the company chose Sophos, a world leader in IT security and control, to protect its email gateway and desktop computers.

In 2007, Heinz decided to extend its IT security by deploying Sophos protection across thousands of employees throughout Europe, the Middle East and Asia-Pacific. A web-based thin-client was introduced for company-wide use, which made it imperative to bolster gateway security to combat the growing threat of web-based attacks, including spyware, viruses, Trojans, worms, adware, and phishing. What Heinz needed was to complete its multi-tier security strategy in order to safeguard its users from malware attacks and unwanted content from all sources, and also protect against unauthorised application use.

Key facts

Company

H J Heinz

Location

EMEA headquarters, UK

No of users

5000

Sophos solutions

Enterprise Security and Control

– Endpoint

– Email

– Web

Premium Support service

“We’ve been delighted by the high level of dedicated support and expertise delivered by Sophos, particularly given our need for a fast implementation.”

Chris Leonard, European IT Security and Compliance Manager, Heinz

“We’ve always taken an onion-skin approach to IT security, ensuring that each layer of the organisation is sufficiently guarded against the threat of attack,” says Chris Leonard, European IT security and compliance manager at Heinz. “Given our growing use of the web, it made sense to look for a dedicated solution that would reduce our exposure to malicious online content.”

Heinz already protects its email gateway, internal messaging and mail data stores with Sophos Email Security and Control. Its desktop computers are protected from known and unknown malware by Sophos Endpoint Security and Control, which also prevents the use of potentially unwanted applications (PUAs) that are unsuitable for a business environment. The company decided to extend this protection by taking advantage of an add-on module to control unauthorised applications.

Technology solution

When reviewing its web gateway protection, Heinz evaluated several hardware-based web security products, opting for the Sophos WS1000 Web Appliance, part of Sophos Web Security and Control, because of its proactive approach – stopping new and unknown threats before they have a chance to execute. The company was also impressed that the WS1000 did not suffer the false positive problems exhibited by some other solutions, ensuring that employees are not inconvenienced when accessing non-malicious websites.

“It was vital that we deployed a solution that was able to offer a high level of accuracy when analysing websites, rather than restricting access to legitimate websites and stopping our workforce from doing its job,” Leonard explains. “The Sophos Web Appliance met these requirements, while also offering peace of mind, thanks to its ability to block even unknown threats before they have a chance to hit users’ desktops.”

The SophosLabs™ security network scours the web for sources of malicious code, and determines the risk level of billions of web pages a day. The WS1000 uses this information to optimise the depth of scan according to the level of risk that a website poses, so users do not experience delays in downloading legitimate web pages. The appliance can also block the download of a range of file types that could consume bandwidth and slow down web traffic.



To make the administrator’s life easier, the WS1000 user interface offers a “three clicks to anywhere” management console, remote “heartbeat” monitoring and on-demand remote assistance. Furthermore, it relies on exception-driven management, initiating contact with the administrator only when action is required, allowing IT staff to focus on more important priorities.

At the desktop level, Sophos Endpoint Security and Control already goes beyond traditional anti-virus by incorporating anti-spyware, anti-adware and Genotype® protection against families of viruses. Behavioral Genotype Protection also provides the benefits of a Host Intrusion Prevention System (HIPS), blocking malicious code before it executes. Heinz is also benefiting from the application control option built into Sophos Endpoint Security and Control, which allows businesses to restrict the usage of unauthorized or unwanted applications such as games, instant messaging, peer-to-peer file sharing or VoIP programs. The new technology minimises the risk of malware entering the organisation via backdoors or vulnerabilities in unsecured applications, while also ensuring that optimal bandwidth is reserved for core business processes.



Heinz is so impressed with the integrated approach Sophos brings to enterprise security, it is also using Sophos’s Premium Support service to provide ongoing advice and consultation on the best ways to minimise the impact of IT security threats.

Business results

Multi-tier protection at Heinz now extends from web and email gateway to desktop, safeguarding its IT infrastructure from all types of threat.

According to Leonard, “We’ve been delighted by the high level of dedicated support and expertise delivered by Sophos, particularly given our need for a fast implementation.” He adds, “Sophos was able to meet all of the tight deadlines we set them, ensuring the roll-out ran smoothly at all stages, and the support team now play an active role in delivering our security strategy to keep it up to speed with the latest online developments.”

To find out how Sophos products can help protect your organisation, visit www.sophos.com/products