



Panda Managed Office Protection for Small and Medium Businesses

Maximizing Malware Detection and Minimizing
Resource Consumption by Moving from Antivirus to
Software as a Service (SaaS)



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Addressing the Security Concerns of Small and Medium Businesses

The increasing number of malicious threats is making security protection even more urgent and complex for today's businesses. Malware is infecting computers at a rate that is increasing exponentially. PandaLabs has received more malware last year than in the previous 16 years combined. To complicate matters further, malware is becoming very sophisticated and is more silent, making it even more difficult to combat. The longer it remains hidden, the more damage it can cause in the form of identity theft, economical and productivity losses, and other malicious actions.

Small and medium businesses (SMBs) face many of the same risks and regulations as larger organizations, but are often constrained by much smaller IT budgets. In many cases, their limited resources are not enough to achieve a sufficient level of security. But the current malware landscape makes it essential for SMBs to have a full set of maximized capabilities for malware detection.

In addition to tight budgets for hardware and software, SMBs usually have a lack of skilled resources dedicated to protecting and managing the network security. By necessity, they tend to invest all possible resources in their core business activities, consequently limiting the amount of budget and human resources committed to IT security. According to recent surveys of IT decision makers in North American SMBs, security budgets only represent around 9% of the company's total IT budget. This small percentage is often inadequate to protect the business from the ever increasing occurrence of malicious attacks.

Remote and branch offices of larger organizations face many of the same challenges as SMBs. These satellite locations are usually geographically distributed, often stretching long distances, and typically do not have dedicated security personnel. Therefore, security solutions for branch offices need to have the ability to be managed remotely from a centralized location.

When choosing a security solution, SMBs and remote offices need to ensure that the chosen solution can provide adequate protection against malware attacks, while still adapting to their specific needs of the business and fitting into tight IT budgets. To achieve a high level of security, security solutions need to provide a continuous monitoring service, keep bandwidth consumption at a minimum, and be easy to manage to eliminate the need for dedicated security administrators.

The Shortcomings of Antivirus Products

Current antivirus solutions require too much time and effort for small and medium-sized companies. Once these businesses buy the antivirus solution, they then have to invest in additional hardware (e.g., dedicated servers) to host a centralized management console with the attached services and databases.

SMBs and remote offices also have to purchase additional supporting software licenses (e.g., database software) to run the antivirus protection and system configuration reports. And finally, they need to dedicate security-skilled personnel to manage and control the antivirus protection solution – performing tasks that distract them from their core business functions. As a result of these challenges, many SMBs, home offices, and remote branches are seeking better options than the traditional antivirus solutions on the market today.

Leveraging Software-as-a-Service for Achieving Security

Hardware acquisition and maintenance of antivirus security systems can represent a significant cost for small and medium sized companies. The best alternative for small and medium businesses for containing costs and minimizing administrative overhead begins by hosting their security solutions with an external hardware infrastructure. Hosted solutions can lower ongoing operating costs and

reduce the total cost of ownership of the security solution and system management.

Hosting security solutions with external infrastructure can then be complemented with outsourcing services. This option enables small and medium businesses to transfer the burden of network security to expert hands, allowing them to focus on their core business instead. The concept of complementing hosted services and outsourced services is known as SaaS (Software as a Service).

Outsourcing the management of network security is a confirmed trend for SMBs. Today, almost 50% of all SMBs that are implementing SaaS are using it for security. According to Gartner's predictions, SaaS market revenue is expected to grow at a 15% rate until 2010, reaching \$11 billion by 2011. SaaS solutions for security management offer significant benefits for small and medium businesses and remote offices.

Panda Managed Office Protection

Panda Managed Office Protection is a Web-based subscription service that releases SMBs from the need to procure additional hardware, employ dedicated maintenance personnel, and add other resources dedicated to supporting the antivirus solution – while achieving a very high level security for all PCs, laptops, servers, and remote branch offices.

As a hosted service, Panda Managed Office Protection provides an “always up” and easy-to-use Web console which enables organizations to manage their protection at any time from anywhere – including those from remote offices which are not connected to the LAN – without requiring additional infrastructure investments.

Panda Managed Office Protection offers one of the broadest SaaS antivirus product portfolios in the industry. This hosted software service provides a remote Web management console, enabling secure configuration of IT resources from any computer on the Internet. It enables SMBs to delegate (if desired) their security management to an experienced service provider.

This solution is designed to minimize operating costs through complete protection without the need to invest in dedicated equipment. It is also an excellent tool for VARs looking to offer security services to clients, and businesses that run on a virtual network with computers distributed throughout multiple locations. In addition, Panda Managed Office Protection is ideal for large companies with a significant number of geographically dispersed offices that require remote management.

Leveraging Panda Security's Collective Intelligence

Collective Intelligence – the approach developed by Panda Security – maximizes malware detection capabilities by automatically detecting, correlating, and responding to malware found across an entire network of PCs, versus locally. It provides effective response and protection to a wider range of malware threats, is able to detect targeted attacks, and provides real-time intelligence, exponentially increasing the detection capacity with more than two million malware signatures.

Additionally, by hosting all of the information in the cloud and providing a Web-based console for the IT administrator, it minimizes the resource and bandwidth consumption of protected systems. By leveraging Collective Intelligence, total cost of ownership is kept to a minimum and there is no need to invest in dedicated security servers.



Figure 1. Panda Security's Collective Intelligence Technology

Panda Managed Office Protection is complemented with periodic security audits benefiting from Panda's Collective Intelligence technology. This technology speeds up Panda Security's response against any type of threats, maximizing malware detection capacity and minimizing resource usage on IT systems.

How Does Panda Managed Office Protection Work?

Panda Managed Office Protection architecture provides the capability to control protection any time, from anywhere. Regardless of where the administrator is located, a browser is all that is needed to manage protection, even those from remote branch offices or mobile users which are not LAN connected.

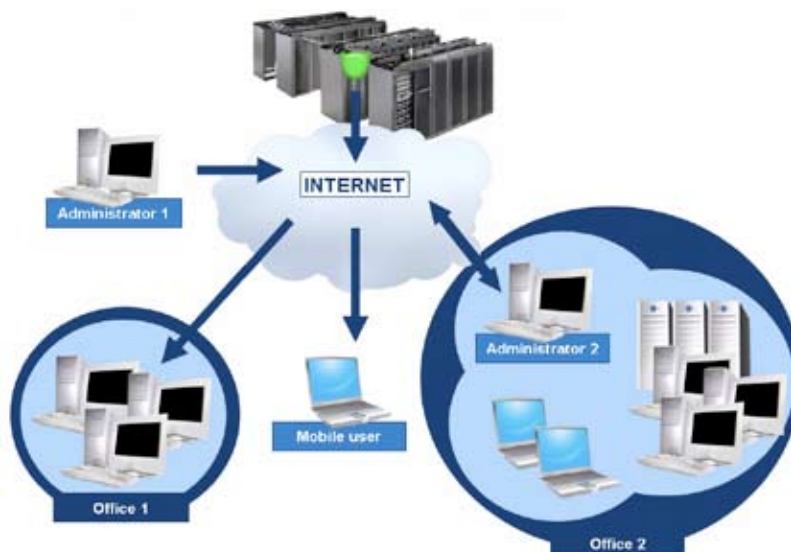


Figure 2. Panda Managed Office Protection Architecture

Security administrators simply log on to the Web console and can deploy the protection to all endpoints. Administrators have three different options for installation:

1. Installation can be performed by applying the installation package manually or through different external distribution systems, such as ActiveDirectory, SMS, or Tivoli. In order to do this, administrators will be able to download the installation package in MSI format.
2. Administrators can send an email to all end users. Each user should click on the link to install protection. The protection agent will be installed in each workstation.
3. Administrators can push the installation to all endpoints avoiding the user's intervention. Panda Managed Office Protection provides a Distribution Tool to select the computers (by computer name, domain, IP address, and IP range) and deploy the agent transparently.

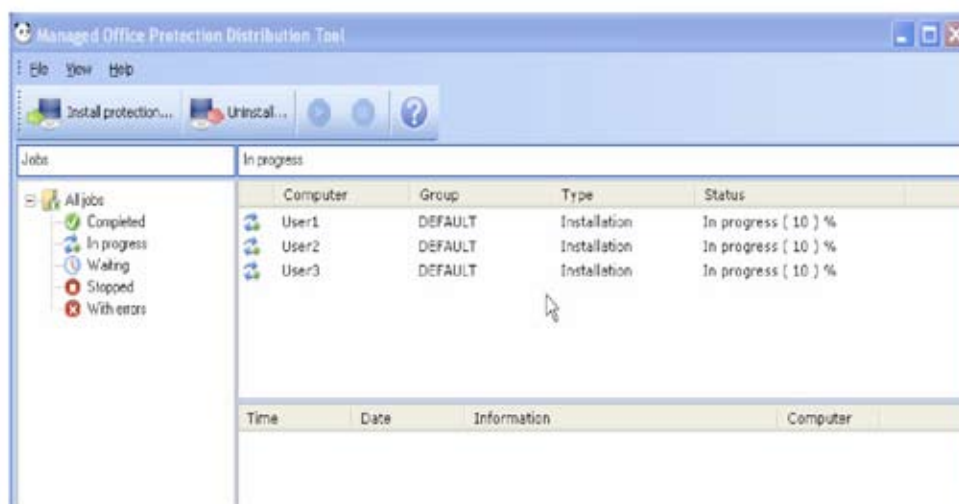


Figure 3. Managed Office Protection Distribution Tool

From this moment on, users will receive automatic updates and upgrades directly from Panda and the administrator will be able to monitor the status of the network and apply the required security policies.

Workstations will update or upgrade their protection by connecting P2P to the nearest computer minimizing bandwidth consumption. This way, all workstations in the same network will share the last update or upgrade. Each workstation will first search for the update package inside its LAN. If the update package is not in the LAN, it will then get it from Panda through the Internet. This functionality keeps workstations from using much of the bandwidth by avoiding Internet connections every time they need to get updated. The Web console main dashboard offers information about the detection activity, by type of malware and by source, as well as the licenses usage status.



Figure 4. Managed Office Protection Web Console.

The administrator can easily monitor detection activity and update status of the entire network, create user protection profiles, apply the necessary policies and manage quarantine. In addition, reports can be configured and exported to several formats, such as text files, XML, HTML, or Microsoft Excel spreadsheets and can be scheduled to be periodically sent by email. Reports can be either summarized or detailed showing information and graphs related to protection status and detection activity.

The figures on the next pages illustrate examples of Panda Managed Office Protection's summarized and detailed reports.

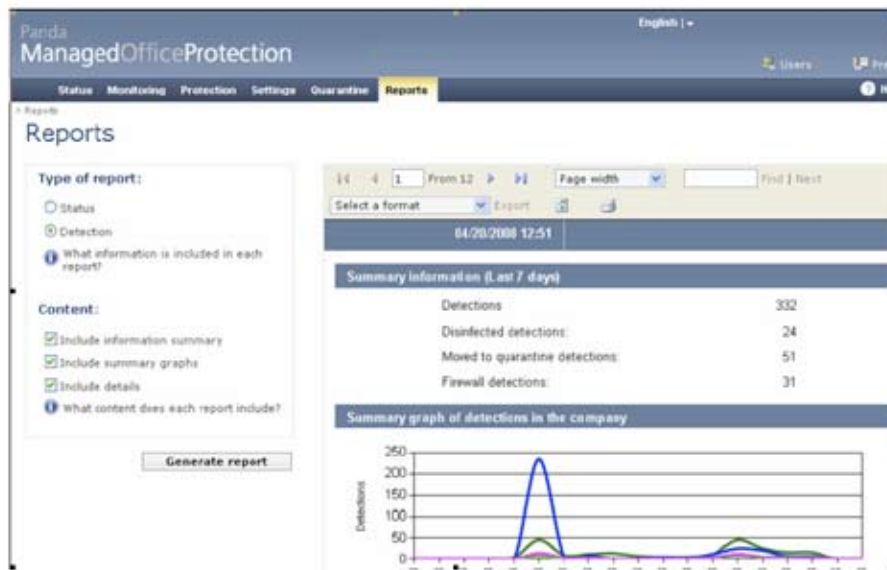
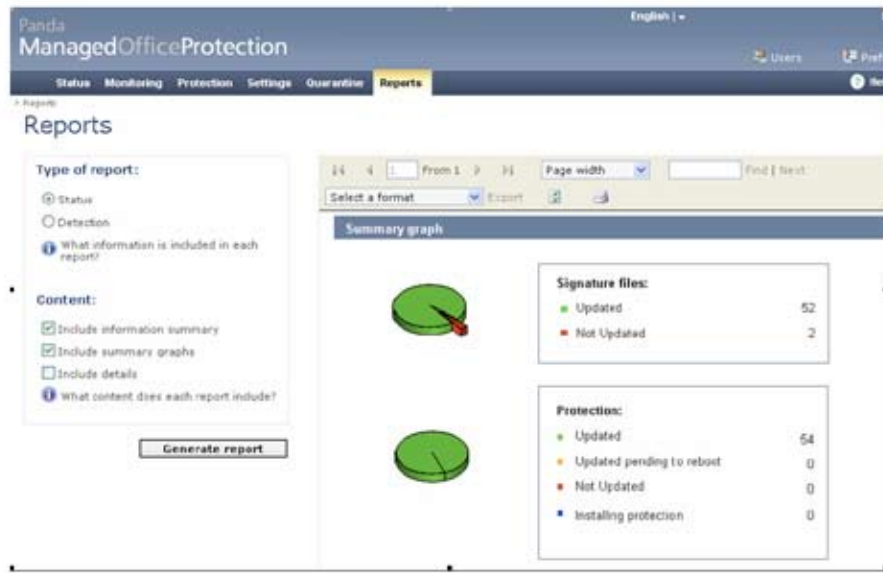


Figure 5. Managed Office Protection Web Console – Summarized Reports.

Detail information				
Computer	Name	Detection	Action	Date
PORTÁTIL		Wrong TCP Flags Combination	Blocked	04/20/2008 11:17
PORTÁTIL		Wrong TCP Flags Combination	Blocked	04/20/2008 03:50
PORTÁTIL		Wrong TCP Flags Combination	Blocked	04/19/2008 18:03
PORTÁTIL		Wrong TCP Flags Combination	Blocked	04/19/2008 14:01
PORTÁTIL		Wrong TCP Flags Combination	Blocked	04/19/2008 13:44
PORTÁTIL		Wrong TCP Flags Combination	Blocked	04/19/2008 06:12

Detail information					
Computer	Group	Updates		Protections	Last connection
		Protection	Signatures		
BIOACAREZAS	GQA_RedGeneral Firewall Personal	✓	✓	✓	04/11/2008 13:13
BIOACASTREJO N	GQA_RedGeneral Firewall Personal	✓	✓	✓	04/08/2008 09:02
BIOAFRIAS	GQA_RegGeneral	✓	✓	✓	04/18/2008 12:11
BIOANTXAURRA GA	GQA_RegGeneral	✓	✓	✓	04/20/2008 11:58
BIOALOZANO	GQA_RegGeneral	✓	✓	✓	04/17/2008 11:51
BIOAMARTINEZ I	GQA_RedGeneral Firewall Personal	✓	✓	✓	04/18/2008 10:57
BIOAROLDAN	GQA_RegGeneral	✓	✓	✓	04/18/2008 12:38
BIOFORTEA	GQA_RegGeneral	✓	✗	✗	04/18/2008 14:20
BIOGOMEZ	GQA_RedGeneral Firewall Personal	✓	✓	✓	04/18/2008 08:13

Figure 6. Managed Office Protection Web Console – Detailed Reports.

Panda Managed Office Protection Feature Summary

SMBs and remote offices can easily manage system security by making use of the following features provided by Panda Managed Office Protection:

- A simple, Web administration console. Administrators only need a browser to centrally and easily manage the antivirus and firewall protections of all workstations, including those from remote offices that are not connected to the LAN.
- Anti-malware proactive protection. The hosted service provides comprehensive protection for desktops and servers against known and unknown threats or even hidden threats. It includes heuristic technologies and protection for files, email, Internet browsing, and instant messaging with low resource consumption.
- Flexible installation. Administrators have different options for deploying the protection, either with or without the user’s intervention. To avoid user intervention, there is a distribution tool that allows protection to be deployed transparently to selected endpoints.
- Managed personal firewall. Firewalls can be centrally managed through the Web console or locally managed from endpoints through a local console in case the administrator delegates this to the

users. The firewall offers application filtering, network access filtering, an IPS (Intrusion Prevention System), network virus prevention, and zone-based configuration.

- User profile management. This feature allows administrators to assign different policies or protection profiles to different users or groups according to the organization's needs.
- Administration and monitoring profiles. Profiles enable the administrator to split administration tasks between other privileged users, assigning the computers to which they can access.
- Automated upgrades / updates. Panda Managed Office Protection provides automated upgrades and updates against zero-day attacks. Update frequency can be configured by the administrator from the centralized Web console, or forced on demand.
- P2P upgrades / updates. Workstations will update or upgrade their protection from the nearest desktop through P2P connections minimizing the bandwidth consumption.
- Detailed and summarized reports. Reports can be configured offering information about malware detected, eliminated, or localized in quarantine, as well as the status of update processes. In addition, reports can be exported to text files, XML, HTML, or Microsoft Excel formats and can be scheduled to be sent by email.
- In-depth malware audit service. Panda Managed Office Protection includes Malware Radar – Panda Security's malware audit service to periodically assess the status of the whole network. It is based on Panda's unique Collective Intelligence Technologies, increasing exponentially the malware it can detect. It provides full audit reports and provides the ability to automate the disinfection routines.

Panda Managed Office Protection Benefits

Panda Managed Office Protection is designed to address the special needs of SMBs and remote offices. As a hosted service, Managed Office Protection enables these companies to:

- Minimize operating costs. No additional infrastructure investment is required as it is a hosted service with a Web console. Moreover, it enables administrators to delegate (if desired) IT security management to specialized service providers.
- Eliminate complexity. The Web console allows administrators to easily deploy, manage, and monitor protection – even for remote branch offices – avoiding the need for additional or dedicated maintenance personnel.
- Reduce productivity loss. Panda Managed Office Protection detects malware that causes resource consumption or disturbs employees' work. Automated and unattended updates and upgrades allow administrators to focus in other priorities. Workstations will upgrade or update their protection by connecting P2P to their nearest desktop in order to minimize bandwidth consumption.
- Improve risk management. The Web console provides real-time information about detection activity in the entire network, including remote branch offices. In addition, it provides the ability to perform periodic malware audits with full network status reports.
- Ensure business continuity. As a hosted service, Panda Managed Office Protection provides high availability, 24x7 support, and is always up and using the latest versions of technologies and signature files.

- Prevent identity theft. Panda Managed Office Protection identifies hidden malware and can remove sensitive information from endpoints.
- Facilitate compliance. The solution enables SMBs to enforce compliance with SOX, PCI, HIPAA, and other industry and government regulations. It aids with compliance by providing periodic security audits of the network.

Customer Stories

Lentner Technology Integrators, a managed services provider that serves medical and financial organizations in the greater New York City area, has been testing Panda Managed Office Protection with its clients. "Panda Managed Office Protection is versatile, dependable, and provides us with real-time updates of any security threats that our customers' networks may be faced with," said Sean Lentner, principal partner, Lentner Technology Integrators. "It is essential for us to offer remotely managed services that are continuously updated like Panda's Managed Office Protection so we can immediately respond to any security issues. The Web-based reporting feature in particular has been extremely beneficial for streamlining our processes and providing a high-level analysis of security issues that are meaningful to our clients' management teams."

Ebby Halliday, a real estate firm based in Dallas, Texas, with over 600 computers located in 30 widely dispersed locations, implemented Panda Managed Office Protection and immediately noticed benefits including higher security protection and greater administrative flexibility. "With computers located as far as 70 miles away from our headquarters, I typically spend more time driving to each office than on actually fixing the problems," said Rich Carpenter, senior field technician, Ebby Halliday. "With Panda Managed Office Protection, I have all of the tools I need to monitor, scan, and fix any security issues through a simple Internet connection. This saves me time and allows me to focus more on non-security related issues."

Conclusion

Ensuring the security of corporate networks and data is a major issue for all small and medium size businesses, and for any enterprise that has employees working at remote locations on virtual networks. Panda Managed Office Protection is a solid alternative for companies that want to:

- Provide a high level of security for all PCs, laptops, servers, and remote branch offices
- Minimize hardware infrastructure costs and maintenance by using a hosted service
- Reduce the dependence on dedicated security-skilled personnel
- Enable remote management of the security solution
- Optionally, delegate security management to a third party, utilizing the Software as a Service model

With Panda Managed Office Protection, security management can be completely externalized and managed remotely from the cloud, reducing costs further as no specialist staff are required. By switching from stand-alone antivirus solutions to Software as a Service, Panda Managed Security enables SMBs to spend less time and money on ensuring system security, and better focus on their core business activities.

About Panda Security

Panda Security is one of the world's leading IT security providers, with millions of clients across more than 200 countries and products available in 23 languages. Its mission is to develop and provide global solutions to keep clients' IT resources free from the damage inflicted by viruses and other computer threats, at the lowest possible total cost of ownership.

Panda Security proposes a new security model, designed to offer a robust solution to the latest cyber-crime techniques. This is manifest in the performance of the company's technology and products, with detection ratios well above average market standards and most importantly, providing greater security for its clients. For more information and evaluation versions of all Panda Security solutions, please visit: <http://www.pandasecurity.com>.