



Customer Profile

F.tech is an automotive parts maker with a proprietary integrated system, focused on the production of important safety components in the vehicle underbody, including suspension, subframes and pedals.

Industry

Manufacturing

Challenges

Reduce the antivirus burden on users

Antivirus software (single-feature product)

Reduce software costs

Kaspersky Lab Solution

Kaspersky® Business Space Security

Results

- Annual cost of antivirus measures cut to about 1/3 of the previous level
- Virus scan time cut to about 1/10 of the previous level
- System administrator work load reduced

CASE STUDY | F.tech

Leading Automotive Parts Maker F.tech Inc. Significantly Cuts Virus Scan Time and Costs With Kaspersky Business Space Security

F.tech is an automotive parts maker with a proprietary integrated system, focused on the production of important safety components in the vehicle underbody, including suspension, subframes and pedals.

Security Challenge

F.tech had been implementing numerous security measures to protect its client PCs from a wide range of threats, including antivirus and anti-spam measures. However, enhancements to software functionality had led to a slowdown in PC operating speed. Moreover, since the addition of detection functions such as spyware, F.tech had been forced to deal with a large number of false positives.

“An important catalyst came in 2008, when all of the MS Office software installed on the client PCs in each department stopped working after the long vacation. The security tool we were using at the time had falsely detected the application itself as a virus and deleted it,” explains Hirokazu Yamamoto, Block Leader of the Information Systems Block, Administration Group, who is responsible for information systems administration. “In older specification PCs, it took as long as five minutes to boot up; and there were frequent false positives, which led employees to complain that they were unable to do their work properly.”

The most important point for the company in choosing an antivirus product had been fast speed of operation, followed by its use purely as antivirus software, rather than as an integrated security product. Hiroo Ohba, Head of the Information Systems Block in the Administration Group, who was in charge of product selection, explains: “We considered various products, but all of them took a long time to start up, and were slow. They also included lots of features we didn’t need, and the costs were no different to before. On this point, Kaspersky Lab’s proposal focused on the antivirus software we wanted, and most importantly it was fast, which matched our requirements.”

Solution

After examining the possibilities from various angles, F.tech decided to deploy Kaspersky Business Space Security. This included the administration server Kaspersky Administration Kit, as well as Kaspersky Anti-Virus for Windows Workstation and Kaspersky Anti-Virus for Windows Server, antivirus software products for the client server. This antivirus software provides protection for the office workstations and file servers from all kinds of malware threats.

F.tech uses a total of 850 licenses across its four sites nationwide. Of these, 300 licenses are allocated to the Haga Technical Center in Tochigi Prefecture, 200 to the Kameyama office and Kameyama Wada Plant in Mie Prefecture and 350 to the Head Office in Kuki, Saitama Prefecture. Each site accesses the Head Office server on which the application itself is installed, via the network, for file definition updates, etc.

“The start-up time has been dramatically reduced, as well as the scan time. Company policy is for a virus scan to be performed once a week during the lunch break. Previously this took 1–2 hours each time, so staff complained that they couldn’t resume work as they had to wait for the virus scan to complete even after they’d finished lunch. This has been completely eliminated.”

Hirokazu Yamamoto
Manager, Information Systems
F.tech Inc.

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Staff Administrator, Information Systems
F.tech Inc.

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Keiko Takagi
Information Systems
F.Tech Inc.

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Results

“The main use is virus-scanning of client PCs at each business site. Especially in F.tech’s case, there is often the risk of a virus residing in a USB memory device brought back from an overseas business trip. We are also guarding against the risk of unintentionally accessing an infected website.” stated Mr. Yamamoto.

The most significant benefit from deployment of the software is faster PC operating speed, which has greatly improved work speed. “The start-up time has been dramatically reduced, as well as the scan time. Company policy is for a virus scan to be performed once a week during the lunch break. Previously this took 1–2 hours each time, so staff complained that they couldn’t resume work as they had to wait for the virus scan to complete even after they’d finished lunch. This has been completely eliminated,” enthuses Mr. Yamamoto.

At the first on-demand scan, all objects are scanned automatically. The iSwift and iChecker functions are included, so that in the second and subsequent scans only new and amended files are checked. In addition, when a user works with a file located on the server, the file is only scanned once with the antivirus application installed on the server. This has drastically reduced the speed of virus scans. “A scan currently takes about ten minutes. That’s really fast. Just by configuring the settings the first time, the tool runs by itself and completes to the specified schedule. I feel that this has certainly lightened the workload for us system administrators too.” continued Mr. Yamamoto.

In addition, Kaspersky Business Space Security incorporates measures designed to reduce the workload on administrators. For example, Kaspersky Administration Kit provides an administration report with an easy-to-view administrative screen subdivided into detailed items, which makes it possible to check the status quickly and securely when a problem occurs. In addition, “With our previous tool, if one person was logged in during administration work, others only had access with read-only permission, which was inconvenient,” explains Keiko Takagi, who works in Information Systems, Administration Group. “The Kaspersky Lab product allows this to be configured more flexibly, which has also enhanced work efficiency.”

After F.tech had deployed the product at its four sites nationwide, subsidiary Kyushu F.tech Inc. (Kumamoto Prefecture) also adopted Kaspersky Business Space Security. According to Mr Ohba, “As the license was about to renew for our existing tool, we recommended switching. We also wanted the licensing to be as convenient as possible, including having a single price for installation across the entire F.tech Group. As a result, we were able to reduce the cost of the license renewal alone to between one third and one quarter of the previous level. Also, it took only two days to complete replacement of the tool on 32 PCs, so we were able to minimize the personnel and time costs of the migration.” In future, F.tech plans to use Kaspersky Business Space Security to further reduce the workload on users and build a robust network security environment. Ms. Takagi, who is the day-to-day support contact for users, says: “We want users to be able to work even more comfortably with as little bother as possible, while we carry out control of the systems.” As Mr. Yamamoto also explains, “A security tool should ideally be invisible to the user. It’s enough for them to say, ‘I’m glad I had it!’ when something goes wrong. To achieve this, it is our task to build a security system that doesn’t place a burden on the users, and which the users are not even aware of. We hope that we’ll be able to develop new initiatives by deepening our understanding of Kaspersky Lab’s products.” Combining both solid security and outstanding usability, Kaspersky Business Space Security will continue to provide strong support for F.tech’s information security.