

# KAKUDAI and Symantec: End to End Protection

## Water Supply and Related Equipments Manufacturer Chose Symantec Web and Email to Deliver Fast and Safe Connections from Each Business Location

### Challenge

- Internet data communications sent to data centers through proxy servers and gateway-based security products, but there were challenges relating to growing traffic, putting pressure on internet connection lines.
- There was a need to increase the fault tolerance, speed and security of internet access from each business location.
- Additionally, KAKUDAI wanted to increase protection against unknown malware for emails that managed to bypass gateway antivirus software.

### Solutions

- Symantec Web Security Service (WSS)
- Symantec Email Security Service (ESS)

### Benefit

- While ensuring security, internet access from each business location is efficiently improved (WSS).
- Redundancy on internet lines and data communication equipment are no longer required, and customer is able to lower the cost of implementation (WSS).
- With better malware detection, malware can no longer slip through and endpoint alerts are reduced.

### Client Profile

**Site:** www.kakudai.jp  
**Industry:** Production, sale, import/export of plumbing equipment  
**Headquarters:** Osaka City  
**Employees:** 436 (As of April 2018)



KAKUDAI's mission is not only to improve the quality of daily life with its range of products, but also to improve its network security in the age of the cloud generation and growing internet traffic. This is why they adopted the Symantec Web Security Service (WSS) and Symantec Email Security Service (ESS).

### Overcoming the Challenges of Centralized Internet Traffic and Complicated Network Configurations

KAKUDAI has a global network connecting Japan (which is home to five branches, 27 sales offices, four distribution centers and two factories) with the rest of the world. Internet traffic from these locations are routed through the data center's proxy server and gateway-based security software.

Information Systems Division Manager Hideki Fukushima, who oversees the company's IT systems and technology, explained that the objective of collecting internet access at one central point was to maintain network security and operational manageability.

However, as the use of cloud services spreads, proxy servers and firewalls began to cause problems such as bottlenecks on the network.

"All our business locations around the country would be cut off from the internet once the data center glitches. Additionally, Windows updates etc. would spike internet traffic, slowing internet access and causing setbacks to the smooth running of our operations."

According to Fukushima, there is an urgent need for a configuration where internet access from the various business locations do not need to pass through the data center but instead connect directly to accelerate the speed of data communication and improve fault tolerance.

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- Hideki Fukushima, Manager,  
Information Systems Division,  
Sales Department

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KAKUDAI requires countermeasures that would deal with periodic updates, expand cloud usage and other factors that would assert pressure on the network. Furthermore, there is a need for a new and robust infrastructure that could deal with sophisticated cyber attacks.

### Symantec Solutions: Secure Web Access and Protection Against Email-based Cyber Attacks

The sourcing for a solution to implement an internet breakout (local breakout) from each site started towards the end of 2017. KAKUDAI was looking for solutions that could distribute internet traffic while also achieving simplified network configuration and fault tolerance. Most importantly, the solutions must also be able to protect against unknown malware.

The search ended with Symantec Web Security Service (WSS), which could implement policy restrictions on a per-user, device or app basis when necessary, and the cloud-based email security solution Symantec Email Security Service (ESS).

According to Mr. Fukushima, the deciding factor was that WSS is able to disclose global IPs while providing protection against email-based malware.

“Being cloud-based, WSS ensures secure web access while ESS protects against email-based malware. But I also want to ensure that the router at each business location have restrictions so that it could only communicate using permitted IPs. After much consideration of various products, it became very clear that only Symantec could offer disclosed global IPs,” said Mr. Fukushima.

ESS was chosen because of its high malware detection rate, which brings KAKUDAI a better protection against unknown malware.

Fukushima shared how he learned about Symantec’s solutions when he attended a seminar organized by Ricoh Japan.

“Rico understood our business and challenges well and introduced me to the Symantec’s team which was able to answer all of my technical questions and offered me ideal proposals.”

WSS and ESS were implemented with Kakudai at the end of February 2018. Information Systems Division Deputy Chief Ryosuke Yuki who oversees the implementation said, “We tested the solutions at several business locations before taking them simultaneously to all our sites. The implementation process was as simple as changing the settings of the router at each business location and took only a few minutes.”

Fukushima explains, “During the implementation process, there were cases where applications used during the course of business were not able to communicate with each other, but after checking the logs of the WSS administration screen, we were able to smoothly and easily identify and solve the issue.”

**“With our priority for safe internet access from various business locations using global IPs, Symantec’s SaaS products are the perfect match for our company.”**

- Hideki Fukushima, Manager,  
Information Systems Division,  
Sales Department

## Delivering Secured Internet Access from Each Business Location

Yuki explained that after implementation, internet access is more secure and traffic load is alleviated. In particular, the frequent complains of slow internet during Windows updates are a thing of the past.

Furthermore with cloud-based security products, the need to purchase expensive hardware in the data center is eliminated thus lowering operational costs. There is also no need to set aside resources for periodic product updates or for the protection and maintenance of servers.

Yuki concluded that “ESS had greatly improved the malware detection rate against email-based malware which now could no longer slip through the gateways, and the number of endpoint alerts has decreased.”

Fukushima in his closing remarks stated that “Symantec products are the perfect fit for any company considering a network configuration for each of their business locations with direct internet access.”

### Implementation Environment of WSS/ESS

