Case Study

# OLFA Corporation

## Implemented Symantec Web Security Service to Address Security Wwithout Compromising Convenience

### Challenge

- Existing gateways installed at different locations were bottlenecking network communications.
- Equipment configuration/ maintenance procedures were lacking efficiency.
- PCs for use out of the workplace could directly access the internet, raising security concerns.

### Solutions

- Symantec Web Security Service
- Symantec Endpoint Protection

### Benefit

- Enhanced security while maintaining bandwidth, without compromising convenience.
- Implemented smoothly and quickly; equipped with an easy-to-use management console that significantly reduces operational burden.
- Integrated management enables easy configuration for individual locations and granular department-based control.
- Connects to several data centers to provide a stable environment (one of the key points for its selection).

### Client Profile

**Site:** www.olfa.co.jp
**Industry:** Manufacturing and sales of handheld cutting tools
**Headquarters:** Osaka City
**Employees:** 91

The pioneering provider of snap-blade utility knives, OLFA Corporation develops, manufactures, and sells practical and safe handheld cutting tools. To ensure stringent quality checks across all areas of operation, its products are designed, developed, and manufactured entirely in Japan. OLFA ensures functionality through its high technical capabilities and by developing products with the users' perspective in mind. Its goal is to create tools that can bring out the best performance of their users.

### The Implementation of Office 365 Led to a Surge in Ttraffic, Causing Network Latency Which Impeded Business Operations

Ever since its founder invented the world's first snap-blade utility knives in 1956, OLFA has continuously created safe and original products, now used in over 110 countries. Many of its employees have to travel abroad for business as the company has dealings with overseas agencies. Requests from these employees to access their email in the same environment regardless of place or device pushed OLFA's decision to implement Office 365 in 2017.

"Managing our on-premise email server had been a lot of work, so the idea was to integrate applications like groupware and internal SNS, each of which we had separate contracts for, to Office 365 as well," said Mr. Tomonori Hamada, who is in charge of OLFA's system-related matters at the General Affairs Group of the company's Executive Management Division. While in the past they would sometimes use free services to exchange videos and large volumes of image data for promotional purposes, this could now be done securely using SharePoint and OneDrive. They also have plans to make a complete transition to SharePoint, doing away entirely with company file servers.

However there was a problem. With the implementation of Office 365, the internet lines were bombarded with traffic, causing connection speed to plummet. "This was partly due to the complex structure of our internal network and also because the gateway appliances installed at different locations were bottlenecking communications. Things got so bad that business as usual became absolutely impossible," he explained.

**"A cloud service like WSS—one that could ensure secure access from outside the company, easy to configure and manage, and could be implemented quickly—was a great fit for us because we were in a hurry to address the issues at hand. Thus, we immediately decided to go with WSS."**

- Tomonori Hamada General Affairs Group Executive Management Division

## Based on Their Great Experience Using Symantec Endpoint Products, OLFA Chose WSS for its Short Implementation Time and Ability to Ensure Both Convenience and Security

The sourcing for a solution to implement an internet breakout (local Overhauling the internal network takes time, so OLFA opted to consider security products that could be used in place of gateways. The company had already implemented Symantec Endpoint Protection (SEP) as an endpoint security solution and Symantec Email Security.cloud for email security. This prompted OLFA to first look into Symantec Web Security Service (WSS) as a potential candidate.

"We already have a great experience with Symantec's services," says Mr. Hamada. We used to have different antivirus products for each location, which made it impossible for us to manage which terminal had which product installed unlike SEP that offers centralised management. Detection rates had gone up significantly since its implementation," said Hamada.

WSS is rich with features including those for enhancing the security of HTTPS communication and real-time URL filtering, and can deliver security measures on par with or even better than gateways. Work style reform had led to more access from outside the company and because WSS is a cloud service, it can maintain security for such access. It is also easy to configure and manage, and can be implemented quickly. This made it a great fit for OLFA, which was in a hurry to address the issues at hand, and so the company immediately decided to go with WSS.

The timing was also perfect with another data center running WSS just opened in Osaka. The availability of a data center so close to OLFA's head office and the ability to build redundancy at two locations within Japan were appealing as well. They also found out that SEP, which they had already implemented, can be used as a WSS agent, enabling them to streamline operations and cut, all the more reasons to make WSS their choice!

**"Before WSS, we had to enter settings into the Excel file after configuring them on the equipment. Not only does WSS save us the hassle of re-entering this information, it also eliminates any risk of missed inputs or other mistakes."**

- Yuya Iino, General Affairs Group Executive Management Division

## An Easy-to-understand Manual Provide for Smooth Implementation and Configuration

Configuration information can be collectively managed from anywhere online, allowing for easy department-based access control.

"Implementation of WSS went extremely smooth compared to when we implemented the gateway appliances, which caused so many problems. Macnica Networks gave us a manual for WSS with detailed case-by-case descriptions on configuration. All we needed to do was follow their instructions and breeze through the implementation process," recalled Hamada.

With the bottlenecks caused by the appliances resolved, access speed to internet lines improved to levels fast enough not to cause any impact on business operations.

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"We use video sites and social media as part of our promotional activities, Immediately after implementation, we did get some inquiries from people saying they couldn't access these sites. We were able to solve this problem by changing configurations with the help again from Macnica Networks," he added.

Employees on overseas business trips previously connect to the internet without passing through a gateway. Now, laptops for use outside the company have a WSS agent installed, enabling users to connect to the internet with security measures intact, even while on the go!

WSS also had significant effects on operations. Before its implementation, gateway settings for each location were separately entered and managed in an Excel file, which had to be checked every time any settings were changed. WSS, on the other hand, provides a list of this information on its cloud-based management screen.

"Before WSS, we had to enter settings into the Excel file after configuring them on the equipment. Not only does WSS save us the hassle of re-entering this information, it also eliminates any risk of missed inputs or other mistakes," says said Yuya Iino, who together with Hamada is in charge of OLFA's systems. "You can see a list of the latest configuration information online wherever you are, so there's no longer the need to print out this information and take it with you on your visits to factories and other locations. This makes the flow of operations much simpler."

## Implementing Security Measures While They Move to the Cloud

As part of its business continuity plan (BCP), OLFA has decided not to install any more servers or equipment within the company. Accordingly, in addition to implementing Office 365 and security products such as WSS, they are also migrating their core systems from their internal server rooms to external data centers. Freed from the troubleshooting and maintenance of such equipment, which had consumed much time and effort, they can now allocate their resources to more substantial work.

"Previously, it wasn't uncommon to spend half your day, or even your entire day, on things like troubleshooting. Now there's none of that, so we can focus on other work like building our internal system on Office 365," said Iino.

OLFA is also moving forward with its plans to overhaul its complex internal network. "On-premise systems take a lot of time and effort to maintain, which can be cut back when you use the cloud. But that's only an option if you have enough network speed," explained Hamada. "But thanks to WSS, we are able to ensure security without compromising bandwidth. So we are ready to move even further with our transition to the cloud."

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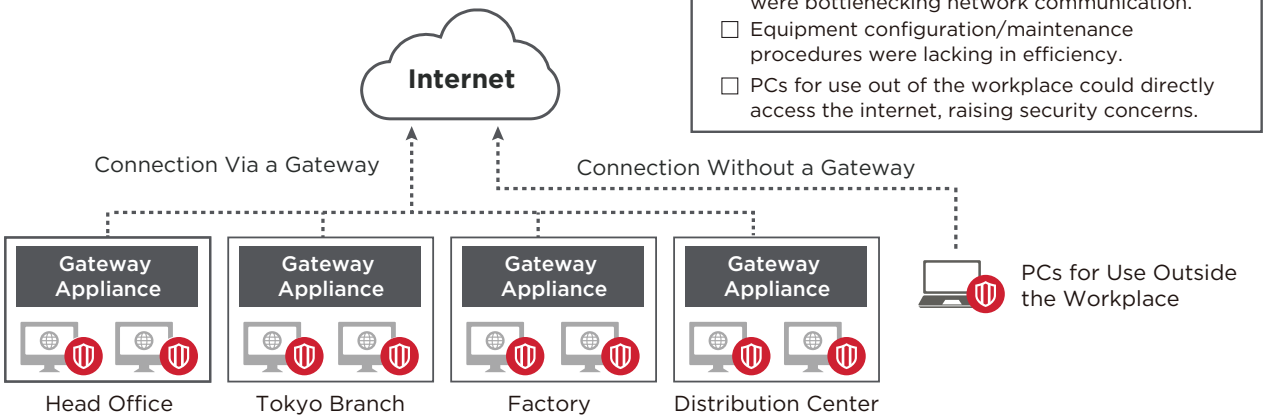
- Yuya Iino, General Affairs Group Executive Management Division

## Before Symantec Web Security Service Implementation

**Issues**

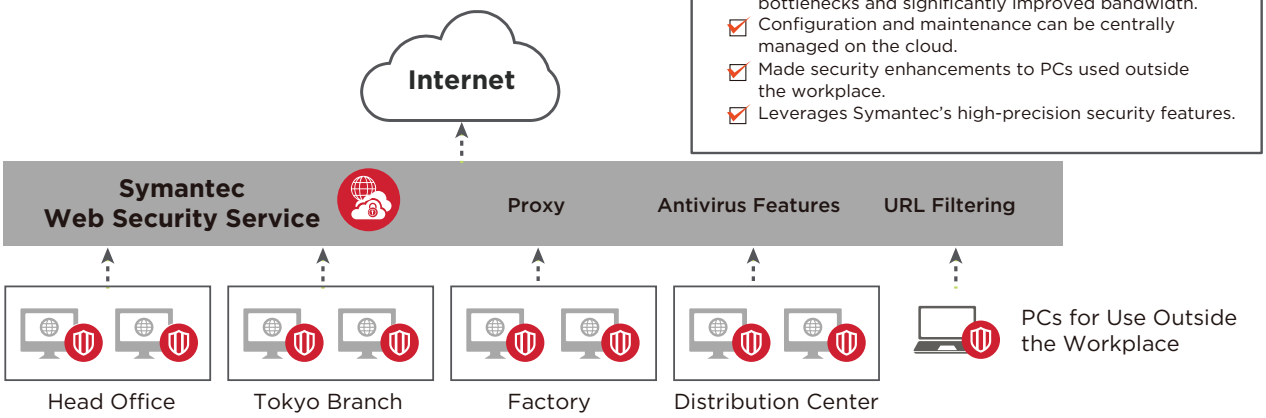
- ☐ Existing gateways installed in different locations were bottlenecking network communication.
- ☐ Equipment configuration/maintenance procedures were lacking in efficiency.
- ☐ PCs for use out of the workplace could directly access the internet, raising security concerns.




## After Symantec Web Security Service Implementation

**Solve with WSS**

- ☑ Migrated security features to the cloud; resolved bottlenecks and significantly improved bandwidth.
- ☑ Configuration and maintenance can be centrally managed on the cloud.
- ☑ Made security enhancements to PCs used outside the workplace.
- ☑ Leverages Symantec's high-precision security features.




**Creating an Environment that Enables Cloud Transition by Delivering Security With Line Speed**

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