

AN EDGE IN SECURITY

e-Cop boosts customer satisfaction with reliable and scalable Dell PowerEdge solution that runs up to 12 times faster than their former solution



Based in Singapore, e-Cop provides a suite of information security management services and solutions to identify and deal effectively with threats and risks to information assets. These include managed security, technology consulting and professional security, which are designed to detect threats, deter attacks and provide efficient solutions to address ever changing information security challenges.

SOLUTIONS

- MANAGEMENT
- INDUSTRY SOLUTIONS GROUP



CUSTOMER PROFILE

COMPANY: e-Cop
LOCATION: Singapore
INDUSTRY: Technology
FOUNDED: 2000
EMPLOYEES: 300
WEBSITE: www.e-cop.net

CHALLENGE

As a provider of information security solutions, e-Cop needed to supply its customers with quality solutions to ensure high availability and manageability with minimal space and energy requirements.

SOLUTION

Dell™ PowerEdge™ servers provide security and scalability in a compact energy efficient unit, giving e-Cop's customers an optimal solution for managing their information security.

BENEFITS

Go to Market Faster

- With Dell PowerEdge servers, e-Cop can quickly deploy the Cyclops ESM security system, increasing customer satisfaction

Run Your Operations Better

- Dell PowerEdge servers run 10 to 12 times faster than servers from e-Cop's previous suppliers
- Dell ProSupport ensures business continuity for the mission-critical security applications used by e-Cop customers

Grow Your Business Smarter

- Dell PowerEdge servers provide a high performance infrastructure for e-Cop's security software with minimal space and power requirements
- Dell OEM provides products and support for e-Cop to offer total solution

Established in 2000, e-Cop's security solutions protect organizations' critical assets and manage information risks. e-Cop's advanced enterprise security system, Cyclops Enterprise Security Manager (Cyclops ESM), is used by its customers to perform multi-stage incident correlation, dynamic data mining and trend analysis to provide insights into security incidents before, during, and after they occur. With 1.5 billion events processed in 2008, e-Cop is the largest provider of cyber security systems in Asia.

Prior to engaging Dell, e-Cop was supplying Cyclops ESM solutions using servers from another original equipment manufacturer (OEM) and experienced a number of issues that impacted on its ability to deliver services to its customers. For example, low cost and low quality components, particularly the motherboards and RAM, were causing quality issues for customers, and downtime occurred when loads increased. Benjamin Mah, general manager, e-Cop, comments,

"Due to the quality of the other OEM servers, our customers were experiencing downtime frequently and as a result, customer satisfaction was declining."

Cost of operations was increasing as the company worked to meet its service level agreements (SLA) with customers, and had to make frequent trips to customer sites to rectify hardware issues. As e-Cop expanded its business operations globally, the company realized it needed a reliable partner to supply a seamless global solution to support its security products.

As well as service levels being compromised by low-quality components, e-Cop required server installations to be delivered directly to customers, ready for deployment. Substantial delays were occurring with shipments from the vendor, and e-Cop was unable to track orders.

"The previous supplier of our OEM servers did not want to fulfil orders if they weren't deemed to be significant enough. This

caused shipments to be delayed, and we also had problems with return merchandise authorization," says Mah.

DELL DEMONSTRATES RELIABILITY

Internally e-Cop was using Dell™ Vostro™ laptops and Dell OptiPlex™ desktops. The company had also deployed Dell EqualLogic storage solutions and were impressed by the high performance of these products.

After reviewing multiple vendors, e-Cop's research and development team conducted tests on Dell™ PowerEdge™ servers to assess its suitability as the backbone of the Cyclops ESM appliance. Results of testing convinced e-Cop that Dell could deliver high-quality servers which were able to handle the large number of logs monitored by Cyclops ESM without exceeding budget.

Additionally the servers' compact size and reduced power consumption would reduce space and power demands on their

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Benjamin Mah, general manager, e-Cop

HOW IT WORKS

HARDWARE

- Dell™ PowerEdge™ R710, R900, R300, R200 and 1950 servers with Intel® Xeon® Processors
- Dell EqualLogic PS5000XV Series
- Dell Vostro™ laptops
- Dell OptiPlex™ desktops

SOFTWARE

- Dell OpenManage™
- Cyclops ESM
- Windows Server® 2003 R2 Standard x64 Edition

SERVICES

- Dell ProSupport for IT – Mission Critical option

customers. Anthony Chan, regional director for services offering and delivery, e-Cop, explains, "We reviewed our options on the basis of reliability, support, and pricing. Dell proved to be the best fit for our requirements."

e-Cop works with the Dell OEM Group, to provide a total appliance solution to its customers. Dell delivers Dell PowerEdge servers directly to e-Cop's customers with e-Cop then deploying Cyclops ESM onto the servers at the customer's location, delivering a complete and reliable security solution.

DELL SOLUTION INCREASES CUSTOMER SATISFACTION

The Dell OEM solution has low order minimums, which eliminates the delays e-Cop had incurred from the previous OEM supplier. This rapid delivery time increases customer satisfaction, as Mah confirms, "We're able to meet our tight customer service level agreements (SLAs) due to the speed at which we can deliver our Cyclops ESM solution."

As well as reducing deployment time, operating costs have been cut due to the

simplicity of the ordering process, which has resulted in less time spent on managing orders. "The speed at which Dell delivers orders to us plays a key role in keeping our operating costs down," comments Mah.

DELL DELIVERS PERFORMANCE AND EASE OF MANAGEMENT

The Dell PowerEdge servers deliver high performance and simplified management in a rack dense chassis. This has proved to be an optimal solution for e-Cop's customers, who benefit from using a small server with minimal space and energy requirements to run mission-critical security systems.

The servers are deployed with Windows Server® 2003 R2 Standard x64 Edition and the Dell™ OpenManage™ solution to simplify management of the infrastructure supporting Cyclops ESM. The Dell OpenManage IT management solution delivers monitoring, deployment, and system update tools, which help e-Cop's customers reduce the complexity of managing their IT assets.

"Our customers have two main criteria that we need to meet: performance and scalability. The Dell PowerEdge solution

“THE DELL POWEREDGE SOLUTION DELIVERS... IT IS 10 TO 12 TIMES FASTER THAN THE OEM SERVERS WE USED PREVIOUSLY AND CAN HANDLE INCREASES IN LOAD WITH EASE.”

Benjamin Mah, general manager, e-Cop

delivers both with ease; the servers are 10 to 12 times faster than the OEM servers we used previously and can handle increases in load with ease,” says Mah.

DELL PROSUPPORT HELPS ENSURE BUSINESS CONTINUITY

To meet its customer SLAs, when an issue arises, Dell provides the required support before handing off to e-Cop’s services team, allowing them to run the operation better.

e-Cop opted for Dell ProSupport for IT, Mission Critical, with onsite service provided for e-Cop’s customers within four hours to ensure 90 percent uptime of the Cyclops ESM solution.

Maintaining security is critical for e-Cop. When customers require technical support and consultation, Dell ProSupport is on hand to respond to and resolve issues promptly. Mah says, “With Dell ProSupport, we can direct all our issues to one convenient source and swiftly resolve issues, instead of having to work our way through multiple channels.”

A RELIABLE PARTNER FOR STRENGTHENING GLOBAL PRESENCE

By deploying its information security solution on Dell PowerEdge servers, e-Cop has

rapidly expanded to achieve its position as the largest cyber security system in Asia. The Dell OEM solution ensures high performance with minimal space and power requirements for e-Cop’s customers, who are reassured by the quality assurance associated with Dell.

e-Cop has also extended its services and operations to overseas markets, including Oman and Thailand, where companies prefer to use well known, reliable brands like Dell. “Dell has a strong reputation globally. When we deliver our solution and our customers see that we are working with Dell, they are assured by the quality of the products,” says Mah. “Dell has supported us and provides both e-Cop and our customers with a strong sense of trust. This close partnership with Dell truly makes a difference.”

For more information on this case study or to read additional case studies, go to www.dell.com/casestudies and www.dell.com.sg.

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