

## CUSTOMER CASE STUDY

## Schuh



## Customer Profile

Schuh is a privately held fashion footwear retailer established in 1981 and headquartered in Livingston, Scotland. Schuh is typical in the manufacturing and retail sector as it has many remote sites serviced by its head office. The organization has approximately 2500 employees and over 75 stores throughout the United Kingdom and Ireland with a strong online presence. The internet is a key tool for the organization which it uses for its ecommerce.

Schuh faced the challenge of providing its shops with access to business-critical web applications such as shipping websites without compromising employee productivity. For Schuh's office headquarters, a more relaxed web browsing policy needed to be implemented.

Schuh required an effective web filtering and security solution for its distributed locations that would reduce maintenance and administration time whilst providing a superior level of protection and granular policy control.

## The Challenge

"We wanted to ensure that our staff use the web for business-related tasks", comments Kenneth Ball, IT Director at Schuh, "so we set our browsing policy controls on each computer. This method was sufficient for only allowing access to a small number of predefined sites, but became burdensome when users requested access to new sites."

"When one of our stores needed access to a new web site for business related matters, we would have to deploy one of our IT staff to the site to update the policy. On some occasions this could take 5 days to complete."

The organization was relying on desktop antivirus to protect against malware but was conscious of the importance of keeping credit card details secure.

Schuh's network is a combination of MPLS and ADSL connections, with some of the latter not connected to the MPLS network. Sometimes this can cause particular problems if relying on an appliance based web security product. Often the only solution available to the IT administrator is to block all or allow all websites as there is no easy way to provide granular access without major management burden. This ruled out an appliance-based web security product as a possible solution for Schuh.

In 2010, Schuh engaged cloud security specialists, Vioptim, to help them find a smarter, more effective way to mitigate the risks to security and productivity on their network. Vioptim recommended ScanSafe and arranged an evaluation of the ScanSafe cloud-based web security service. "We found the quality of the service to be superb" says Kenneth who had also considered an in-house managed proxy server before choosing ScanSafe.

## About Schuh



In 1981 Schuh opened its first store in the North Bridge Arcade, Edinburgh. Since then Schuh has grown significantly and now has a retail network of Schuh stores and concessions spanning over mainland UK and Republic of Ireland.

## Industry

Retail

## Solution

Web Malware Scanning and Web Filtering

## Results

- Significant reduction in administration time
- 24/7 real-time scanning and threat protection
- Granular policy control
- Very low latency
- Increased productivity

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## The Solution

Beginning July 2010, ScanSafe began protecting Schuh's 450 internet users in the United Kingdom and Ireland, of which 20 roaming/remote workers are on the ScanSafe Anywhere+ solution.

ScanSafe cloud-based web security offers granular control over all Web content, including SSL encrypted communications, utilizing multiple techniques including real-time dynamic Web content classification, an industry-leading URL filtering database, file type filters and early warning filtering and real-time scanning of search results with SearchAhead.

ScanSafe also analyzes every web request to determine if content is malicious, inappropriate or acceptable based on the defined security policy. This offers effective protection against threats including zero-day threats that would otherwise be successful.

Anywhere+ provides real-time protection from malware and enforcement of acceptable Internet usage policies for all users surfing the Web regardless of their location.

## The Results

"When we initially looked at implementing a cloud-based web security solution, we had concerns around latency and false positives, but we have experienced none of these issues with the ScanSafe solution."

The ScanSafe solution has allowed Schuh to roll out policy changes in a matter of minutes instead of the days it used to take prior to implementing the service. Those policies can be tailored to each site, meaning Schuh can allow for a more relaxed web browsing policy at headquarters while maintaining a stricter web policy in its retail stores.

Kenneth believes that since implementing the service the amount of time spent on configuration and administration has been significantly reduced. "ScanSafe just works, so we don't have to think about it."

### About ScanSafe SaaS Solutions

ScanSafe is the pioneer and largest global provider of SaaS Web Security, ensuring a safe and productive Internet environment for businesses. ScanSafe solutions keep malware off corporate networks and allow businesses to control and secure the use of the Web. As a SaaS solution, ScanSafe eliminates the burden of purchasing and maintaining infrastructure in-house, significantly lowering the total cost of ownership. Powered by its proactive, multilayered Outbreak Intelligence™ threat detection technology, ScanSafe processes billions of Web requests each month for thousands of enterprise customers.

In 2011, Cisco Web Security was awarded "Best Anti-Malware Gateway" solution by SC Magazine in the US.

For more information, visit [www.scansafe.com](http://www.scansafe.com)

ScanSafe US - 950 Elm Avenue, San Bruno, CA 94066 Tel: +1 650 989 7100 Fax: +1 650 989 6543 Email: [ussales@scansafe.com](mailto:ussales@scansafe.com)

ScanSafe EMEA - Qube, 90 Whitfield St, London, W1T 4EZ Tel: +44 (0) 20 7034 9300 Fax: +44 (0) 20 7034 9301 Email: [emeasales@scansafe.com](mailto:emeasales@scansafe.com)



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