



### Organization

Frank Russell Company  
Tacoma, WA  
www.russell.com

### Industry

Financial Services

### Challenge

Manage Internet access for 1,300 employees worldwide, enforce Internet usage policy without restricting legitimate business activity, and reduce administrative burden of existing Microsoft proxy product.

### Solution

Replace existing Microsoft software-based proxies with two Blue Coat ProxySG™ appliances. Initial deployment at Russell's Tacoma headquarters, with eight worldwide sites to follow.

## Frank Russell Company Improves Security, Reduces Costs with Blue Coat

Secure proxy appliances allow investment management firm to control Web use without degrading network performance

As today's enterprises rely more heavily on Web technology for business-critical applications, IT managers face the daunting challenge of maintaining security and control of the Web content traversing the network. While existing security solutions may protect against packet-level threats and email-based viruses, they're less capable of securing HTTP traffic and other Web applications. Even worse, these solutions often drain performance, forcing information security administrators to choose between Web application performance and Web communication control.

Frank Russell Company, a global leader in multi-manager investment services, recently solved these challenges by replacing its software-based proxy servers with two Blue Coat ProxySG™ secure proxy appliances. The solution allows Russell to control employee communication over the Web, without impacting the network performance. The solution also reduces the administrative burden associated with security policy configuration, maintenance and exception management, saving Russell time and expense.

### Company Background

Providing investment products and services in more than 35 countries, Frank Russell Company manages more than \$76 billion in assets and advises clients worldwide that represent more than \$1.6 trillion. Russell maintains 21 U.S. stock indexes, including the Russell 3000, and has launched similar broad-market and style indexes in Japan. Founded in 1936, Russell is a subsidiary of Northwestern Mutual and is headquartered in Tacoma, Wash., with additional offices in New York, Toronto, London, Paris, Singapore, Sydney, Auckland and Tokyo.

### The Challenge

Russell's 1,300 investment services associates make heavy use of the Internet in key aspects of their jobs, from conducting research on financial information sites and participating in live audio and video conferences, to interacting with other professionals and using specialized financial applications.

To provide secure access between its corporate network and the Internet, Russell previously used a firewall and three software-based Microsoft proxy servers. These software-based proxies performed several key functions: authenticating users to prevent unauthorized access; providing content filtering to prevent associates from accessing inappropriate Web sites; and allowing security personnel to track Web communication.

Unfortunately, the software proxy servers did not seamlessly authenticate to many of the sites and applications to which users needed access for legitimate business reasons. These ranged from external Web sites with specific incompatibilities to commonly used protocols such as Real Media streaming over TCP/IP port 80.



To provide access to these sites, administrators had to make exceptions to the company Web access policy by adding an entry to a proxy exception list, which instructed the browser to bypass the proxy for specific sites. An additional entry was also made on the network firewall to allow direct access for the site in question. This was a tedious, manual process that placed a significant administrative burden on Russell's IT staff.

"By helping to enforce our security policies while improving network performance, proxy servers were an integral part of how Russell associates accessed the Internet," says Toby Penn, senior network security engineer for Frank Russell Company. "But our existing software-based solution wasn't keeping up with the change and growth in our connectivity requirements."

### The Solution

Meanwhile, Russell had begun the process of migrating to a new Windows server platform, which would require an upgrade of the proxy server. The company evaluated Microsoft's Internet Security and Acceleration (ISA) server – the recommended upgrade to the existing proxy software – against the ProxySG appliance from Blue Coat. In the end, Russell went with Blue Coat.

"We chose Blue Coat because their solution allowed us to improve end-user performance and simplify the management of our Internet connectivity infrastructure," says Penn.

### Several key Blue Coat features contributed to Russell's decision:

**Configuration and Administration** - The Blue Coat secure proxy appliances are much easier to configure and administer than software proxies. The simple-to-manage appliances install in minutes with little ongoing maintenance, and Blue Coat provides both graphical user and command line interfaces for managing, configuring, monitoring and upgrading the appliances centrally.

**Improved Web Security** - Blue Coat's proxy architecture integrates major application-level services, including content filtering, giving Russell a high degree of control over user Web communication. In addition, Blue Coat's secure, custom operating system is designed from the ground up for Web security, ensuring that the solution will not introduce new risks.

**Authentication** - Blue Coat proxy appliances integrate with Russell's existing NT domain infrastructure, alleviating the need to create and administer another user database. The appliances leverage existing systems, either challenging users when they attempt to access Web resources or transparently checking existing authentication services. The appliances can also generate custom error pages or "coaching screens" to explain corporate usage policy when users attempt to access disallowed sites.

**Streaming Support** - Blue Coat supports all major streaming media protocols, including Real Networks, Microsoft Windows Media, Apple QuickTime, MP3 and Flash. To protect network bandwidth, Russell can define limits for the maximum bandwidth users can request.

**Logging and Reporting** - The Blue Coat secure proxy appliances can track and report on all Internet usage, providing centralized, secure logs for detailed analysis and new filtering policy creation. Unauthorized users are prevented from accessing or making changes to the access logs.



## The Results

Russell deployed the Blue Coat secure proxy appliance at its headquarters in Tacoma, Washington. Today, the Blue Coat ProxySG appliances securely connect Russell associates to the Internet, without impacting Web performance. An FTP server collects and houses all access log information from the ProxySG, while an NT server provides the authentication service used by the Blue Coat appliances.

Russell's IT staff deployed the Blue Coat appliances into its new security infrastructure, leveraging Blue Coat's advanced proxy technology and high-performance content filtering platform to avoid impacting the end-user experience. Configuration and administration management has been greatly simplified. Most importantly, the solution centralizes and greatly reduces the administrative effort associated with creating special-case exceptions to Internet access. Instead of configuring browsers to bypass the proxy, administrators can simply add an entry through Blue Coat's intuitive Web interface.

The Blue Coat solution performs several security functions – including content filtering – that improve Russell's overall security infrastructure. The appliances also enable easy integration with a future deployment of a Web virus scanning solution, giving Russell a seamless way to grow its Web security infrastructure as corporate requirements evolve.

As a result, Russell's security team now has the control it needs over employee Internet access – without imposing a burden on either network performance or the IT staff. The result: ironclad control of Web communication and network security, improved network performance and reduced administrative costs – all key benefits for a company that has built its reputation on managing money.

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