Schur has influenced developments in the world of printing and graphics for more than 160 years.
The company is one of Denmark's oldest, and it is probably the oldest packaging business in the world run on family lines. It was founded on 2 June 1846 by Johan Wilhelm Schur and is managed today by the fifth generation, Hans Schur.

Rantek A/S is a danish IT-company with more than 10 years of experience. Along with our technology-partners and resellers, RanTek supplies effective and reliable IT-optimization solutions and create proven value and significant financial savings for our customers.

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Schur Securely enables Web 2.0 and Facebook usage with FaceTime and RanTek

Concerned over Facebook usage and unseen Web 2.0 and internet applications running over its network, leading packaging company, Schur turned to FaceTime Communications.

Schur is one of the oldest family-owned packaging organisations in the world. Tracing its roots back to the mid seventeenth century when Johan Wilhelm Schur specialised in the lithographic printing of wine labels and music sheets, Schur now employs over fifteen hundred people located throughout Europe and the United States of America.

Over half of Schur's employees use computers to carry out their jobs. Schur operates a predominantly Windows infrastructure and applications such as Microsoft Office and Microsoft Dynamics are widely used throughout the organisation. Email is one of the main communication tools, but more recently this has been supplemented by real-time communication applications such as instant messaging and Web 2.0 applications including Facebook and LinkedIn as employees look to collaborate with colleagues, partners and customers in the most effective manner.

> " **We can see at a glance user behaviour across Web, IM, P2P and social networks and be assured that only those applications that have been approved are in use on our network** "

The Unseen Threat

Although Schur has deployed a security infrastructure typical for an organization of its size, it was also aware that many of the newer types of internet based applications were not always visible to its security systems, potentially creating an opportunity for malware to enter and for data to leak out. In addition, management were concerned that access to social networks such as Facebook might be causing an issue with productivity.

Traditional security measures are no match for today's modern communication tools. Many legitimate applications use evasive techniques such as port hopping, protocol tunnelling and encryption. In addition, some use Peer to Peer connections. Skype, for instance, uses a peer to peer connection and is encrypted end to end, often even tunnelling through HTTP or port 80 if that is the only port or protocol open on the firewall, negating the use of an URL filtering solution to control it.

"There is a much wider range of communication tools available over the internet today than even just a short while ago," says Tom Nielsen, IT-Technical Manager of Schur.

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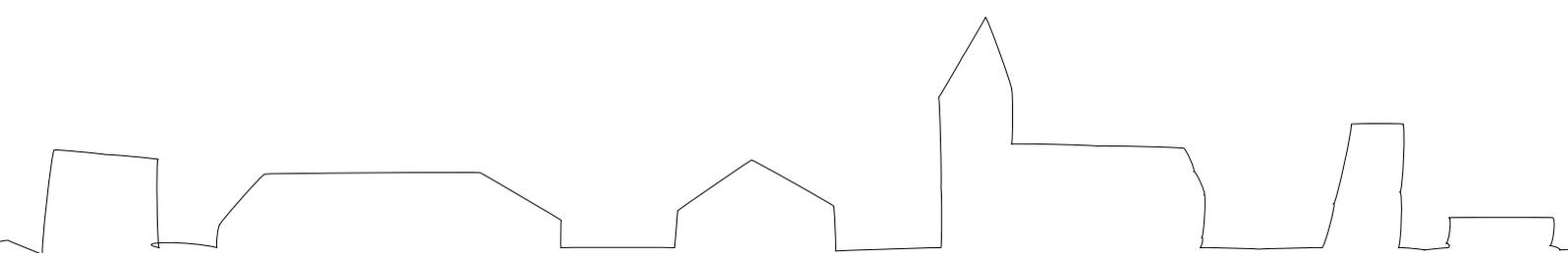
Facetime Communications enables the safe and productive use of Unified Communications and Web 2.0 – including social networks, blogs and instant messaging, Ranked number one by IDC for five consecutive years, and visionary by Gartner, FaceTime's award-winning solutions are used by ten of the top ten US banks, and worldwide for the security, management and compliance of real-time communications. FaceTime supports or has strategic partnerships with all leading public and IM network and unified communications providers, including AOL, Google, Microsoft, Yahoo!, Skype, IBM and Cisco.

"We wanted to be certain that users were adhering to our IT policies, but at the same time didn't want to curtail activity that is actually of benefit to the company. We were aware that users were using Windows Live and Skype as part of their everyday communication, but we wanted to ensure that other, less welcome, applications such as BitTorrent weren't being used."

Schur contacted RanTek, an IT infrastructure specialist and their trusted advisor on WAN optimisation, to discuss the issue further. RanTek recommended deploying FaceTime's Unified Security Gateway (USG) as it would provide visibility of all internet and Web 2.0 applications running on the network and then enable granular control of those applications and social networking sites.

USG is the first secure web gateway to combine content monitoring, management and security of Web 2.0 applications, with URL filtering, malware and web anti-virus protection. USG provides granular control of not just Web sites and internet applications, but also the content posted to blogs, wikis, webmail and social networking sites such as Twitter, Facebook and YouTube.

Within a short time of commencing a pilot of the Unified Security Gateway on their network, Schur were able to visibly see the value that the FaceTime solution was able to provide.

Enabling web 2.0, Enforcing Policy

"One of the first things we were pleased to notice is that most employees were keeping to our acceptable usage policies with sites such as Facebook," continues Tom Nielsen. "One surprise though was the discovery of an unauthorised server turned on, and potentially being used in a way that was not acceptable to our organisation.

"At first we would look continuously at the reports to see what was happening on the network, but now we only study the data when something unusual has occurred. Although, we did not have a serious problem with people misusing internet applications, FaceTime enables us to point out employee usage and has definitely altered their habits, making users more aware of what they access, when and how often."

FaceTime's USG has enabled Schur to continue to allow employee usage of many of today's modern communication tools, but in a way that is acceptable to the organisation. For instance only the newer, more secure, versions of Skype can be installed and used. Users are forced to use authorised FTP applications when transferring large graphic files and access to potentially unproductive social networking sites can be monitored and restricted where necessary.

"With USG, the enforcement of Web 2.0 and real-time applications usage policies is easy, regardless of the user's location," concludes Tom Nielsen. "We can see at a glance user behaviour across Web, IM, P2P and social networks and be assured that only those applications that have been approved are in use on our network. Together, FaceTime and RanTek have allowed Schur to enable the new, collaborative internet, securely."

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