



MTR Corporation

MTR, based in Hong Kong, is regarded as one of the world's leading railway operators. The company also is engaged in international consultancy services.

Challenges

- Provide secure web access to 2,000 mobile employees in Hong Kong

Solution

- With the Menlo Security Cloud Platform, mobile users are isolated from all web traffic, keeping malware off their laptops
- In practice, the system has prevented threats from 3,000 malware-infected sites in a single month

Rail Giant Empowers Mobile Users to Conduct Business Globally

Secure access to web resources for remote employees across three continents made possible

With 40,000 employees worldwide, cybersecurity is a high priority of MTR Corporation, as the company's global presence includes heavy and light rail, public transportation as well as property development and management, impacting the lives of people across Asia, Europe and Australia.

The majority of the company's personnel work within company facilities and offices, although many are working from home due to COVID-19 precautions. However, approximately 2,000 of its Hong Kong-based employees are considered mobile personnel, regularly working on laptops from remote locations. These employees, many of whom are senior executives, are exposed to greater risks simply by connecting from outside the company's security perimeter. Company laptops already had antivirus and endpoint detection and response software installed, and remote users connect through remote access facilities if accessing internal applications, but the company was determined to increase the level of security for mobile personnel.

The IT security team is diligent about quickly responding to malware downloads and issues related to phishing attacks. To amplify the IT group's capabilities, a solution to protect mobile users from online threats while enabling full and open access to web and cloud resources is essential.



Menlo Security's Global Elastic Cloud provided the scalability to ensure that users worldwide have the same transparent experience and unyielding protection

Tested. Scalable. Secure.

Having learned about Menlo Security and web isolation, the company's security team evaluated the technology in head-to-head testing with a competitive product. After rigorous testing, the IT team determined that Menlo Security was the clear choice, as the company's patented isolation technology delivers cost-effective yet highly advanced capabilities. In contrast, it was found that the competitor did not have as comprehensive a product roadmap and presented concerns about the level of support available.

Having selected the Menlo Security Cloud Platform, the company then began a phased rollout to ensure stability and functionality, ultimately implementing the solution for all 2,000 mobile users. This process allowed Menlo's team to fine-tune the configuration to suit the company's unique requirements. Menlo Security's Global Elastic Cloud provided the scalability to ensure that users worldwide have the same transparent experience and unyielding protection.

Isolation Delivers Measurable Results

Since implementing Menlo Security's isolation technology, the company has proven the value of the solution. In a single month, over 34,000 sites were accessed by its mobile users. Of those, 17,000 sites had detectable vulnerabilities, 3,000 of which had malware that could infect user systems.

More importantly, the Menlo Security Cloud Platform provides a layer of protection that conventional security solutions cannot. Most cyber-protection software works by identifying threats, which requires them to pinpoint a known vulnerability or threat signature. However, hundreds of thousands of malware variants are created every day, so security programs may not recognize them until after they have infiltrated the network.

The company's IT team found that there were several websites where no other cyber vendors reported any vulnerabilities. Menlo Security, by isolating every site, found that those sites actually were vulnerable to attack, but with isolation, users were protected from those threats.

In every case, the threats were mitigated by the Menlo Security Cloud Platform, which prevented malicious code from being downloaded to the users' laptops. The company's IT team also benefits from fewer alerts, which take time and resources to investigate; implementing the isolation solution for remote employees has led to an improvement in overall responsiveness and resourcing of IT personnel.

The Menlo Security Cloud Platform has delivered an important additional level of protection beyond what typical cyber tools can provide. As MTR CIO Ted Suen explained, “Enterprises should look at isolation as it helps to prevent zero day malware and vulnerabilities.”

For the company, allowing remote employees to easily access web resources without the risk of malware attacks is crucial to business productivity. The Menlo Security Cloud Platform minimizes threats hidden online, enabling mobile users the freedom to work securely anywhere.

Learn how you can eliminate web-based cyberattacks and provide secure web access for mobile users. Visit menlosecurity.com or contact ask@menlosecurity.com.



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Ted Suen,
CIO, MTR Corporation



About Menlo Security

Menlo Security protects organizations from cyberattacks by eliminating the threat of malware from the web, documents, and email. Menlo Security has helped hundreds of Global 2000 companies and major government agencies achieve Zero Trust Internet. The company's cloud-based Internet Isolation Platform scales to provide comprehensive protection across enterprises of any size, without requiring endpoint software or impacting the end-user experience. The company was named a Visionary in the Gartner Magic Quadrant for the Secure Web Gateway.

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