



case study: Ufone / Pakistan Telecommunication Company Limited (PTCL)

Ufone Secures its Mobile Customers and Employees from Accessing Harmful Web Sites and Emerging Web Threats

Overview

Ufone is a global telecommunications brand under the parent company of Pakistan Telecommunication Company Limited (PTCL) and is part of an international venture with Emirates Telecommunication Corporation (Etisalat) to provide cellular services to the retail sector. Ufone provides coverage in more than 750 cities, towns, and across all major highways of Pakistan.

Since its inception, Ufone has steered the course of Pakistani telecoms with its world-class technology, products, and services. Strong focuses for the company include maintaining a high quality of service, fulfilling subscribers' satisfaction, and increasing the value of investment for the shareholders.

Ufone is also the only GSM operator able to offer a 2.5 GPRS service, which is the 'next generation' technology, offering among other things: High Speed Data Services, WAP Data Services, Multi-Media Messaging Service (MMS), and customized data and voice solutions for clients.

By taking advantage of Virtual Private Network (VPN) systems for corporate clients, Ufone customers for the first time can reap the benefits of high-speed Internet and data connectivity on their handsets. That will soon be enhanced by the benefit of higher mobile data speeds through the use of Enhanced Data rates for GSM Evolution (EDGE) technology.

The Problem

A Question of Security

The increasing customer demand for more value-added data services from Ufone prompted the organization to consider how to secure those data services against continually emerging mobile threats, including viruses, inherent in both SMS and MMS messaging.

In addition, there was the risk of users visiting Web sites compromised with malicious mobile code. By visiting such Web sites, a customer could inadvertently download viruses hidden in the code to their mobile phones, and through Bluetooth, pass them to other unsuspecting users.

Ufone's customer base is growing rapidly, at a rate of one million users a month. With this explosive growth comes increasing pressure on the expanding staff.



Profile

Telecom Pak Telecom Mobile Limited (Ufone) is the flagship company of Pakistan Telecommunication Company Limited (PTCL).

Ufone provides coverage in more than 750 cities, towns and across all major highways of Pakistan.

Industry

Telecommunications

Websense Solution

Websense Web Security

"We chose Websense because we were looking for a Web content filtering solution for Internet security issues that was non-invasive in nature."

Mr. Muhammad Amjad

IT Manager

Pakistan Telecommunication Company Limited (PTCL)

Challenge	Solution	Benefits
Needed to secure data services against emerging mobile threats inherent in SMS and MMS messaging	Websense Web Security	Able to provide security protection for customers using its data services

About Websense

Websense, Inc. (NASDAQ: WBSN) Websense, the global leader in integrated Web, messaging, and data security, enables its customers' success by protecting essential information in the Web 2.0 world. Only Websense solutions provide complete visibility and control over who may use Web, email, or information resources; what information must be protected; how information can be exchanged; and where users and information can go on the Internet. Websense keeps employees productive on any network, anytime and anywhere, to help businesses realize the full potential of constant connectivity while minimizing the risks of data leaks due to human error and malicious attacks. Websense is Essential Information Protection™.

Websense, Inc.
San Diego, CA USA
tel 800 723 1166
tel 858 320 8000
www.websense.com

Websense UK Ltd.
Reading, Berkshire UK
tel 0118 938 8600
fax 0118 938 8698
www.websense.co.uk

Australia
websense.com.au

Brazil
portuguese.
websense.com

Colombia
websense.com.es

France
websense.fr

Germany
websense.de

Hong Kong
websense.cn

India
websense.com

Ireland
websense.co.uk

Israel
websense.co.uk

Italy
websense.it

Japan
websense.jp

Malaysia
websense.com

Mexico
websense.com.es

PRC
prc.websense.com

Singapore
websense.com

Spain
websense.com.es

Taiwan
websense.cn

UAE
websense.com

Ufone's staff simply could not filter or do real-time analysis of all the data traffic. Ufone had too few security barriers against rogue content and was therefore hampered in controlling emerging threats effectively.

What Ufone needed was greater confidence in its content monitoring and filtering. In fact, with confidence that its data was protected, the organization could even promote the security of its data services as a sales differentiator, giving it a competitive advantage against other mobile service operators.

The Solution

Websense Web Security

Following a 30-day trial, Ufone adopted [Websense® Web Security](#), a leading Web security software solution that protects organizations against spyware, malicious mobile code, phishing attacks, bots, and other threats. Websense Web Security identifies and protects against newly emerging threats by incorporating intelligence gathered by the [Websense ThreatSeeker™ Network](#), which proactively scans more than 600 million Web sites weekly and parses 1 billion pieces of content daily to search for new threats. Ufone uses Websense Web Security to protect its enterprise data network community of more than 3,000 users.

Ufone worked with Websense partner Ora-Tech Systems to implement the Websense solution. Ora-Tech helped Ufone in the selection and implementation process, and also arranged Websense training for Ufone's IT staff.

"Ora-Tech Systems has had a long relationship with Ufone. We're proud to be associated with such a dynamic and fast growing organization as Ufone, and also glad to have facilitated its relationship with Websense," says Azmat Khan, vice president of Ora-Tech Systems.

"We chose Websense Web Security because we were looking for a Web content filtering solution for Internet security issues that was non-invasive in nature," says Mr. Muhammad Amjad, IT Manager. "With Websense Web Security, there was no risk of negatively impacting our existing infrastructure and it was very easy and quick to implement."

The Results

Safeguarding the Future

As Ufone's fast-growing customer base continues to desire premium, value-added data services, Ufone needs to continue providing security protection for those services. The organization also has a growing need to be able to authenticate its users for mobile services such as Wi-Fi, and authorize credit card services provided to mobile users where transactions are processed over GPRS network. Websense continues to be a critical element in safeguarding the security of these services. With the help of Websense Web Security, Ufone can demonstrate the effectiveness of its security to customers and use its security posture as a competitive differentiator.

For a free evaluation of all Websense products or to view our online demos, visit www.websense.com/evaluations.