

Engineering Export Promotion Council

Using ISA to Secure the Web Server from Intranet and Extranet

The Ministry of Commerce, Government of India, set up the Engineering Export Promotion Council (EEPC) for promoting Indian Engineering Goods and Services overseas. Today, it is the largest association of its kind in the country. It is the first Export Promotion Organisation in India to receive ISO-9002 Certification from the world-renowned organisation KPMG.

With the growth of EEPC, its web site has seen a corresponding increase both in terms of member registrations and web hits. There was a urgent need to secure the web site from intrusions and viruses. With the help of Microsoft® based technology, Trisoft Systems implemented Internet Security and Acceleration Server 2000 to utilize the benefits of securing the data and increasing the speed of the website.

Situation

The Engineering Export Promotion Council (EEPC) was set up in 1955 as a no-profit body under the sponsorship of Ministry of Commerce, Government of India, for promotion of international trade in engineering goods and projects. The Council, which initially started as a small outfit with few members, has during the course of the last four and half decades established itself as the largest Export Promotion Council in the country. Today, the Council has a membership of over 8500 Indian firms, covering the entire spectrum of engineering industry and consisting of large Corporate Houses, Small and Medium enterprises, Trading Companies and also Business and Trade Associations. It is the first Export Promotion Organisation in India to receive ISO-9002 Certification from the world-renowned organisation KPMG.

International marketing of India engineering products forms the major plank in the activities of the Council. The Council with its network of foreign offices located in Chicago, Düsseldorf and Singapore assists its member exporters on an on-going basis for identifying potential products and markets thereby also generating business enquiries for them. The foreign offices are also regularly compiling market intelligence based upon which market survey reports are prepared for the benefit of the Indian exporters. They are also maintaining close liaison with buyers in the overseas markets and wherever necessary arranging their business promotion visits to India.

The marketing activities of the EEPC are manifold and in addition to direct marketing, structured promotional events are organized on a regular basis so as to create and awareness on the capability of Indian engineering exporters. To this end, the EEPC website plays an important role in complementing offline promotions.

The EEPC's website forms an important link between its member associations and prospective overseas customers. The EEPC website has had tremendous growth in traffic over the past few years because of increased promotional activities. Their Web Server, located in-house,

Solution Overview

Customer Profile

Industry

Engineering Export Promotion Council under the aegis of the Ministry of Commerce is the leading arm for promotion of export-oriented engineering products.

Business Situation

EEPC uses a Microsoft based ISA Server for securing their Intranet and Extranet.

Solution

Business Scenario

EEPC was continuously driving the promotion of engineering products from India and EEPC's growth increased the number of hits on web site, which was accessed by leading exporter of India as well as international importers. The organization needed to secure as well as speed up access to its web site irrespective of location of the clients.

Benefits

The solution enables users to log on securely and transparently to the EEPC web site from any location over the Internet. Since only the required numbers of ports are open, the changes of hackers using typical attacks such as Ping of Death or Port Scanning were eliminated. Reverse Caching was introduced which helped reduce time of access to the web site.

became very susceptible to Internet attacks, which could easily have compromised the content and information.

Solution

To improve the reliability and performance of its web server, EEPC decided to implement a certified enterprise level firewall and secure application gateway designed to protect the enterprise network from hacker intrusion and malicious worms through application-level filtering. Trisoft recommended Microsoft ISA Server 2000, which provides packet filtering and stateful packet inspections, application-level filtering, advanced proxy architecture, and much more.

As rules control the access to the internal web sites, we configured the ISA Server to restrict access by users and groups, application type, time of day, content type and destination sets.

Benefits

The firewall prevents port scans from other networks and limits critical ports for specific application access. In addition to the firewall services, ISA Server provides logging, reporting, monitoring, integrated bandwidth control, and alerting capabilities.

Additionally, the caching service reduced bandwidth usage by storing and serving Web page objects locally instead of retrieving them from the company's central data center every time a Web browser requests an object. This was eleven times faster than its predecessor Proxy Server. This also helped EEPC to deploy additional intranet applications with enough room to scale for future growth.

As part of EEPC's initiative to upgrade its intranet infrastructure, we implemented the Microsoft Windows 2000 Active Directory™ service and have upgraded all desktop computers in their branch offices to the Windows 2000 Professional operating system. While not a requirement for deploying ISA Server, implementing Active Directory enabled single sign-on and simplified the administration of the company's office network.

Proactive alerts using the brand new Alerts feature was enabled to keep the administrators aware of every attempted attack and take necessary actions.

Microsoft Products Used

- Microsoft Windows 2000 Server
- Microsoft ISA Server 2000

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