

For Elisa: F-Secure Network Control



Our partner Elisa is a telco operator based in Finland. Elisa offers voice, Internet and mobile telephony services to the consumer and corporate market. With more than 420,000 broadband Internet subscriptions sold, they are the market leader broadband ISP in Finland in terms of sold licences. Elisa has its own nationwide DSL network and provides Internet services nearly everywhere in Finland.

The situation

At the beginning of 2004, Elisa's technical support was heavily loaded with solving end-user problems that were a direct result of Internet threats. Unprotected PCs in Elisa's network were being infected by malicious traffic such as viruses, zero-day network threats, spam and Denial of Service zombies. Once infected, computers changed from receivers into the senders of malicious traffic (without the user's knowledge) or the user perceived a negative Internet experience in general. This resulted in unwanted costs and time intensive corrective efforts from Elisa.

The company faced the following challenges:

> A large amount of inbound technical helpdesk calls

Elisa customers that were hit by malware generally perceived a negative experience in their day-to-day computer usage such as a slowdown in speed, a lot of unwanted pop-ups, etc. As a first instance, customers often called the first and second line support agents of Elisa, regularly demanding technical support to fix their computer.

> A large amount of technical helpdesk outbound calls

The presence of disruptive computers in the network that send out spam and malware is a serious problem for every ISP. Other operators can blacklist their smtp-traffic and they risk a negative customer experience in general, resulting in even more inbound support calls. In order to tackle these challenges, Elisa had eight technical staff working full-time on abuse cases to pro-actively detect and clean infected computers in their network. The job of monitoring disruptive computers in the network, manually closing the connections, calling the customers to explain the problem, helping the customers to protect their computer, etc was an up most necessary though very time consuming and costly task.

Facts-at-a-glance

Service Partner: Elisa

Country: Finland

Subscriber Rate: 420,000 +

Solution: F-Secure Network Control™



The solution

Elisa installed F-Secure Network Control™ in 2004 to solve the problems described above. Approximately 80 percent of the Elisa network is now presently covered. The benefits of the solution became obvious as well as the improvements made in the way Elisa handles abuse cases:

> Reduced amount of outgoing support costs

Since the beginning of 2004, Elisa's customer base tripled in growth. At the same time, Elisa reduced the amount of employees handling the response cases from 8 to 3 thanks to the application of F-Secure Network Control. This resulted in a considerable cost reduction for outbound support for abuse cases.

> Reduced amount of incoming support calls

Instead of trusting the end-users' ability to understand the scale of possible Internet threats and their will to secure their computers,

Elisa took the initiative into their own hands. By taking the F-Secure Network Control into use, Elisa directly alerts the end-user to the fact that his computer is causing network disruption, offering him or her clear and straightforward alternatives to disinfect it and solve the problem independently before calling into the Elisa support center. Putting this automated process into place, has resulted in Elisa achieving much lower incoming support call rates and a better customer experience.

Anita Ovaska, Head of Department, Internet Services says: "The F-Secure Network Control has been a huge help to us. This tool clearly informs our customers about the problem and provides them with solutions to solve it, improving our overall customer experience and reducing our support costs. Implementing the F-Secure Network Control also added nicely to the desktop security package that we already offered to our customers, reinforcing the strategic importance that Elisa stresses on the safety of its customers."



F-Secure Corporation protects consumers and businesses against computer viruses and other threats from the Internet and mobile networks. We want to be the most reliable provider of security services in the market. Our award-winning solutions are available for workstations, gateways, servers and mobile phones. Founded in 1988, F-Secure has been listed on the Helsinki Exchanges since 1999. The F-Secure headquarters are in Helsinki, Finland with regional offices around the world. F-Secure is the global market leader in mobile phone protection provided through mobile operators, such as T-Mobile and Swisscom and mobile handset manufacturers such as Nokia.

"F-Secure" and the triangle symbol are registered trademarks of F-Secure Corporation and F-Secure product names and symbols/logos are either trademarks or registered trademarks of F-Secure Corporation. Other product and company names mentioned herein may be trademarks of their respective owners. Copyright © 2006 F-Secure Corporation. All rights reserved. 060210