M1 introduced Asia’s first network-based mobile malware detection solution
Smartphone penetration reached an all-time high of 151 percent in April 2017. This growth attracted the unwanted attention of malware creators, driving a 400 percent growth in smartphone infections last year, according to the Nokia Threat Intelligence Report.

Malware can steal information, such as passwords or photos, distribute spam, consume system resources, and even hijack devices to perform distributed denial of service (DDoS) attacks. Protecting subscribers against these threats builds trust, creates a better customer experience, and helps strengthen customer loyalty, while also reducing unwanted network traffic.

The M1 Mobile Guard, powered by Nokia’s NetGuard Endpoint Security, is Asia’s first network-based mobile malware detection solution. It is designed to give end-users peace of mind by protecting them against mobile threats without affecting device performance or requiring application updates.

1 IMDA's Statistics on telecoms services for 2017
400% growth in smartphone infections in 2016

91% of mobile users worry about security

47% of mobile users would switch operator if a security breach occurred

Source: Nokia Threat Intelligence Report, Nokia Acquisition and Retention Study 2016
About M1

M1 is Singapore’s most dynamic communications company, providing mobile and fixed services to over 2 million customers. M1 holds almost a quarter of the mobile market in Singapore. Since the launch of commercial services in 1997, M1 has achieved many firsts, including the first operator to offer nationwide 4G service, as well as ultra-high-speed fixed broadband, fixed voice, and other services on the Next Generation Nationwide Broadband Network (NGNBN).

M1 focuses on network quality, customer service, as well as value and innovation. Continuously improving its offering, M1 delivers new value-added services to generate more revenue and enhance customer loyalty.

For more information visit https://www.m1.com.sg.

Challenge: Rising smartphone infection rates

As more and more people use smartphones, also handling sensitive data, the risk of a security breach increases. Naturally, this worries subscribers. A recent Nokia survey found that 91 percent of mobile users are concerned about security. If they suffered an attack, 47 percent said they would switch operator.

Given these concerns, M1 saw the potential to protect customers from malware threats, and developed its own solution, the M1 Mobile Guard — which is powered by the Nokia NetGuard Endpoint Security solution.

Solution: Network-based anti-malware

Powered by the Nokia NetGuard Endpoint Security — a network-based anti-malware solution — the M1 Mobile Guard works by checking devices that access the M1 mobile network for signs of malware infections.

If a customer’s device is compromised, Mobile Guard automatically sends SMS and email alerts to the customer’s registered mobile number and email address.

Using the ‘bundled’ Trend Micro Mobile Security app, affected M1 customers can scan their device and remove the malware. For those who don’t have the app, Mobile Guard provides a download link and license key.

Customers can sign up for Mobile Guard for SGD2 (USD1.50) per month. M1 is currently working with device partners to bundle Mobile Guard with handsets. The service became available for sign-up in August 2017, as part of a comprehensive suite of mobile and fixed cybersecurity solutions.
“M1’s Mobile Guard is the only solution in our market to offer always-on, end-to-end network-driven malware protection – helping customers perform a device health assessment, detecting and alerting customers to a threat, and helping them eliminate any threat found,” says Alex Tan, Chief Innovation Officer at M1.
Nokia’s contribution: identifying malware by network traffic patterns

NetGuard Endpoint Security follows a unique approach to malware detection, based on analyzing the traffic patterns from within the network.

For service providers in wireless and fixed networks, it provides an analytics dashboard showing which smartphones or IoT devices are infected, the nature of the infection, and the associated wasted network resources.

Helping infected subscribers and IoT owners before they realize they have a problem builds trust, creates a better customer experience, and helps you differentiate yourself from the competition.

NetGuard Endpoint Security monitors the M1 network and detects malicious traffic. While some malware can evade client-based anti-virus protection, it cannot modify the network communication patterns that NetGuard Endpoint Security monitors.

The solution analyzes all infections and their impact on customers and the network to enable the right countermeasures within the shortest possible time. It then alerts the affected customers and guides them on how to remove the malware.
About Nokia
Nokia is a global leader in the technologies that connect people and things. Powered by the innovation of Bell Labs and Nokia Technologies, the company is at the forefront of creating and licensing the technologies that are increasingly at the heart of our connected lives.

With state-of-the-art software, hardware and services for any type of network, Nokia is uniquely positioned to help communication service providers, governments, and large enterprises deliver on the promise of 5G, the Cloud and the Internet of Things. http://nokia.com

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