

Healthcare System Gains Smarter, Faster Protection with Latest Trend Micro™ OfficeScan™ Security Solution

Ochsner Health System is a non-profit, academic, multi-specialty healthcare delivery system in Southeast Louisiana. The organization's technology team has been challenged to maintain security while managing rapid growth. They continually evaluate new solutions as part of their effort to stay informed about the current threat landscape and related methods for blocking attacks.

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— Don Brack,
Network Development
Ochsner Health System

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KEY BENEFITS

- **Immediate protection.** The Trend Micro™ Smart Protection Network™ provides real-time in-the-cloud threat intelligence to protect from the latest threats.
- **Scalable security.** Trend Micro™ Smart Scan™ Servers and intelligent pattern file updates minimize the load on the network, even as the organization grows.
- **Less complexity.** Ease of deployment and new features save time for IT and reduce total cost of ownership.
- **Expert advice.** Premium Support helps tailor the deployment to the business needs for optimal protection.

SMARTER, FASTER PROTECTION FROM EMERGING THREATS

Ochsner Health System has enjoyed growth over recent years, with four new hospitals and several new clinics joining the organization. The infrastructure shared across all sites has become indispensable for the delivery of patient care, and IT relies on a layered security solution to protect all of its mission-critical assets.

Today, Trend Micro Enterprise Security at Ochsner Health System includes:

- PC and File Server Protection: Trend Micro™ OfficeScan™ Client/Server Edition
- Web Threat Protection: Trend Micro™ InterScan™ Web Security Suite

Trend Micro Smart Protection Network provides in-the-cloud threat protection for Trend Micro™ Enterprise Security solutions. Trend Micro manages globally correlated databases of up-to-the-minute threat intelligence. Web, email, and file reputations are tracked and collected to ensure that the databases always have the latest threat data. Trend Micro Enterprise Security solutions access the databases in real time to automatically improve security and provide immediate access to information about the latest threats. This gives Ochsner faster time to protection and avoids the network load and management overhead of conventional security solutions that rely solely on the distribution of pattern files.



“Trend Micro Smart Protection Network adds another important layer to our overall security,” said Don Brack, a network administrator at Ochsner Health System. “This in-the-cloud scanning technology is helping us catch more web threats today. We also appreciate how Trend Micro’s in-the-cloud solutions protect our VPN users and mobile workforce with up-to-date threat information even when they are not directly connected to our corporate network.”

SCALING SECURITY IN A LARGE ENTERPRISE ENVIRONMENT

Ochsner faces the challenges of a fast-growing organization with constantly increasing network traffic. As the medical industry goes digital, networks like Ochsner's have to transport X-ray, CAT scans, and other large imaging files over Ethernet connections. IT recently deployed the beta version of the latest OfficeScan release, to see how the new features and update options will impact their network and these critical patient care applications.

"Before we send out an updated pattern file, we have to make sure that this sudden spike in traffic won't interfere with patient care," said Brack. "When we tested the latest OfficeScan release, we found that Trend Micro is continuing to reduce the amount of traffic that security puts on our network. We can set up centralized Smart Scan Servers to avoid sending pattern files to every endpoint, and the incremental updates reduce the amount of traffic as well. Compared to previous releases, the latest OfficeScan software takes half the time to push out an update to all of our clients. In-the-cloud technology and intelligent pattern file updates mean that we can update at any time—we don't have to wait for night and we don't have to worry about taking bandwidth away from medical applications."

AVOIDING COMPLEXITY WHILE INCREASING PROTECTION

Installing the newest Trend Micro software was fast and easy. "Once again, Trend Micro made it very easy for us to deploy the new release of OfficeScan," said Brack. "We can move clients from server to server—this is a fantastic aspect of Trend Micro OfficeScan, especially during an upgrade to a new release." Ochsner also relies on the standard alerts and user notification features. With the exception of intuitive new alert naming conventions, these capabilities have not changed from release to release. Ochsner uses these constantly to save time and to keep its user base as safe as possible. "With a large number of employees working in around-the-clock shifts, we have to be able to automate messages to them," noted Brack. "With OfficeScan, we can set up user notification such that a user is immediately made aware of any security issue, and is given instructions that they can carry out before they even get a hold of someone in IT. This keeps problems from spreading and makes efficient use of our time."

Two new features of particular interest to Ochsner are Active Directory integration and USB device support. "This release of Trend Micro OfficeScan is nicely integrated with Active Directory," said Brack. "We have been very anxious to get this new feature—it will make a big difference for us since we can now leverage the endpoint management capabilities of Active Directory. We'll be able to more quickly identify those systems that are not up to date."

Device Control, which allows secure handling of removable USB media, is also a great new feature in OfficeScan. "Management is very excited to see that we can now protect ourselves from threats that can be introduced from flash sticks and other portable USB drives. These are so common today—everyone carries them around and they show up on

CORPORATE PROFILE

Ochsner Health System New Orleans, Louisiana

Ochsner Health System has grown to become the largest healthcare system in the region, with 600 physicians and 80 medical specialties. Eight hospitals, a sub-acute facility, and 40 neighborhood health centers throughout South Louisiana host one of the largest non-university-based physician training centers, and the health system conducts 700 ongoing clinical research trials annually. Ochsner Health System was ranked "The Best Place to Work in New Orleans" in 2005 and 2006.

- **Industry/Vertical** Healthcare
- **Employees** More than 10,000
- **Infrastructure** Approximately 12,000 PCs, and 400 servers at almost 50 sites

• www.ochsner.org

our network all the time. The USB device protection in OfficeScan addresses what would have become a major vulnerability,” said Brack.

With the completion of beta testing, Ochsner is ready to introduce the new OfficeScan to all endpoints. “Overall, the newest OfficeScan release has been very impressive,” said Brack. “Even though we are still in the beta phase, I am totally comfortable putting this reliable solution into our production network. We’ve had no problems and are ready to introduce the new features across all of our systems.”

MULTILAYERED PROTECTION

The Ochsner technology team recognizes the need for a combination of security solutions. The team originally switched to Trend Micro endpoint and gateway solutions when reliability issues made the previous security products more of a liability than an asset. In addition to OfficeScan, Trend Micro InterScan™ Web Security Suite protects Ochsner’s network at the gateway. InterScan Web Security Suite processes Ochsner’s network traffic in real time, without imposing delays. The healthcare system’s Internet outbound traffic alone is almost always consuming half of its 100-megabit circuit. With the enhanced, intelligent scanning process and in-the-cloud protection, a single server can be scaled to manage this bandwidth.

The latest version of InterScan Web Security Suite supports Cisco’s Web Cache Communications Protocol (WCCP) and introduces some configuration options that increase the stability of the Ochsner operations. IT has configured three InterScan servers to scan traffic from all three of Ochsner’s gateway routers—all servers monitor all routers for triple-redundancy. InterScan Web Security Suite provides a robust, stable environment. If server hardware fails, traffic still continues and content scanning is handled by one of the other servers. Since patient care is highly dependent on the infrastructure, the increased availability contributes to Ochsner’s corporate reputation for high-quality care.

During initial testing of the latest InterScan Web Security Suite release, a hardware failure proved the value of the ability to redundantly assign multiple InterScan servers to protect multiple routers. The failure was transparent to users and applications, and web security was uninterrupted.

EXTENDING THE IN-HOUSE STAFF WITH SECURITY EXPERTS

Ochsner also relies on Trend Micro™ Premium Support. Trend Micro experts help the organization resolve issues very quickly and provide them with information about threats and security technologies. “As part of Trend Micro Premium Support, a Technical Account Manager keeps us informed about Trend Micro’s newest technology and solutions,” said Brack. “We can depend on Trend Micro experts, and we can stay focused on meeting the goals for our organization. We are confident that Trend Micro keeps us informed about the latest vulnerabilities and the best approaches for minimizing risks within our unique environment.”

TREND MICRO PRODUCTS

- **Trend Micro Enterprise Security**
<http://www.trendmicro/go/enterprise>
- **Smart Protection Network**
<http://www.trendmicro.com/go/Smart-ProtectionNetwork>
- **Trend Micro OfficeScan Client/Server Edition**
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
- **Trend Micro InterScan Web Security Suite**
<http://us.trendmicro.com/us/products/enterprise/interScan-web-security-suite/index.html>



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