

# Lakeridge Health Gets Spyware and Other Malware Under Control with Multilayered Security from Trend Micro

The networks that connect the hospitals and clinics of the Lakeridge Health (LH) are essential for providing healthcare to a community of more than 500,000 residents within an area of 19,000 square kilometers in Ontario. Security solutions are vital to maintain productivity as well as patient confidentiality.



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## THE CHANGING SECURITY INDUSTRY

*“The move to Trend Micro has exceeded our expectations, both in terms of the product quality and the level of support we get. Trend Micro absolutely puts their customers first.”*

— Peter Hastie  
IT Systems Consultant  
Lakeridge Health (LH)  
Ontario, Canada

A small group within IT must select, deploy, and manage technology to protect the hospital network’s infrastructure. Lakeridge Health’s IT Department has always recognized the need for the best possible security solutions. “I’ve been with the organization for more than 17 years now, and we have tried many alternatives in response to the changing nature of threats,” explained Peter Hastie, one of the four IT consultants that deploys and manages security solutions for LH.

In the early years, McAfee solutions were deployed to protect systems from email-based viruses. When they found this protection to be inadequate, a switch was made to Symantec solutions. Symantec was an improvement in terms of virus protection, but Web-based threats began to emerge and again LH found that the deployed solutions were not getting the job done. Spyware, in particular, became a major problem. Even with Symantec solutions on desktops and servers, the LH user help desk was flooded with calls from users whose systems were bogged down with spyware. The IT group had to employ some additional tools to manually clean up infected systems.



“Spyware, malware, and grayware were on the rise and we did not feel that Symantec was getting ahead of this wave of attacks,” said Hastie. “In addition to the problems we had with spyware, other security issues were not being resolved.”

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## KEY BENEFITS

- **Reduces calls to the help desk.** Spyware, grayware, and other malware are automatically filtered out at the gateway and cleaned off desktops.
- **Saves time.** Well engineered appliances simplify deployment and day-to-day administration.
- **Improves protection from desktop to gateway.** Multilayered protection increases the level of security.
- **Resolves issues faster.** Excellent technical support and expert assistance facilitate problem resolution and deployments.



## CHOOSING THE BEST SECURITY VENDOR

Last year, LH initiated an evaluation of security vendors. “It was evident that a new breed of security threats had arisen,” said Rejean Loisel, IT manager in Technical Services at LH. “We needed a new breed of protection built using extensive knowledge about the threats out there to let us remain focused on providing and improving health care. Therefore, we had a ‘bake off’ to find a new and better mouse trap. We tested more than four vendors and identified Trend Micro as the leader.”



LH selected Trend Micro solutions based on a number of criteria including:

*“Trend Micro give us confidence that we can sustain a healthy environment within a flexible IT infrastructure. This flexibility is important to our management team because it provides us with the means and the ability to reflect our administrative policies.”*

— Rejean Loisel  
IT Manager,  
Technical Services  
Lakeridge Health



- **Ease of deployment**—Software and hardware appliances can be automatically deployed and managed from a single Web console enterprise wide. Trend Micro™ OfficeScan™ Client/Server Edition was easy to deploy across the large, geographically distributed network. InterScan™ Messaging Security Appliance and InterScan™ Web Security Appliance installed easily at the gateway to block spam, spyware, viruses, bots, and malicious content and URLs—before they enter the network.
- **Performance and Scalability**—The LH network is growing. As new sites are brought into the hospital network, Trend Micro’s solutions (based on Trend Micro™ Enterprise Protection Strategy) scale easily with the changing requirements of a distributed enterprise environment.
- **Excellent support**—From the first contact with Trend Micro, LH has been impressed with the quality of the Trend Micro team. “Trend Micro customer service has been excellent, as well as sales support,” said Hastie. “I can’t say enough about the level of technical support we get from Trend Micro—they are fantastic.”

“Trend Micro gives us confidence that we can sustain a healthy environment within a flexible IT infrastructure,” said Loisel. “This flexibility is important to our management team because it provides us with the means and the ability to reflect our administrative policies.”

## MULTILAYERED, MULTITHREAT PROTECTION AT THE INTERNET GATEWAY

In addition to OfficeScan Client/Server Edition at the desktop layer, LH deployed redundant pairs of Trend Micro appliances at the Web and messaging gateway.

InterScan Web Security Appliance stops spyware, worms, viruses, and phishing attempts at the gateway. Besides blocking downloads of inappropriate content, the appliance prohibits access to sites known to generate spyware and grayware. Any detected spyware activity automatically triggers agentless cleanup, freeing the IT team from time-consuming manual interventions.

InterScan Messaging Security Appliance is also deployed at the LH gateway. This appliance provides a very automated solution that targets email threats. In addition to antivirus and zero-day protection, InterScan Messaging Security Appliance stops spam and phishing attempts and gives the IT team additional options for content filtering.

“The gateway security appliances give us a very cost-effective solution by minimizing IT time for managing email, Web-based, and blended threats,” explained Hastie. “Deployment was simple with Trend Micro’s appliances—and day-to-day management is minimal. It’s easy to look at the malware activity logs—being able to track activity per user is very useful and management takes advantage of this feature to enforce our security policies among employees.”

### CONTROLLING SPYWARE SAVES TIME

Initial reports showed that the Trend Micro solutions found spyware on approximately two-thirds of all desktop systems—more than 1,000 systems. Since getting spyware under control, the help desk gets 75% fewer calls and can resolve other issues faster.

Hastie said, “Trend Micro is doing an excellent job in the battle against spyware. The technical support team really helped us get up to speed quickly and eliminate this major problem for our group and our user base. The move to Trend Micro has exceeded our expectations, both in terms of the product quality and the level of support we get. Trend Micro absolutely puts their customers first.”

## CORPORATE PROFILE

### Lakeridge Health Ontario, Canada

Though its individual sites have served their communities for many decades, Lakeridge Health was formed in 1998 and is one of the largest integrated hospital networks in Ontario. Covering urban and rural areas, Lakeridge Health provides specialized regional services from its four hospital sites and 20 off-site locations. In 2007, Lakeridge Health opened the R. S. McLaughlin Durham Regional Cancer Centre and its North Wing housing a new Emergency Department, Intensive Care Unit and Operating Rooms.

- **Industry/Vertical** Healthcare
- **Infrastructure** Approximately 25 sites; 150+ servers
- [www.lakeridgehealth.on.ca](http://www.lakeridgehealth.on.ca)

## TREND MICRO PRODUCTS

- **Trend Micro OfficeScan Client/Server Edition**  
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
- **Trend Micro InterScan Web Security Appliance**  
<http://us.trendmicro.com/us/products/enterprise/interScan-web-security-appliance/index.html>
- **Trend Micro InterScan Messaging Security Appliance**  
<http://us.trendmicro.com/us/products/enterprise/interScan-messaging-security-appliance/>



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