

Fast-Growing Healthcare System Builds in Smarter Security with Trend Micro™ InterScan™ Web Security Suite

Ochsner Health System is a non-profit, academic, multi-specialty healthcare delivery system in Southeast Louisiana. In the aftermath of hurricane Katrina, Ochsner has acquired four new hospitals and built several clinics. The technology team has been challenged to maintain security while managing rapid growth.

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— Robert Rodrigue,
Network Development
Ochsner Health System

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SECURITY IN AN OPEN, DYNAMIC ENVIRONMENT

The IT team at Ochsner Health System faced many challenges following the devastation of hurricane Katrina. Four new hospitals and several new clinics joined the Ochsner organization, and the network became more indispensable than ever. “With the acquisitions, we’ve gained a lot of systems and applications and we also have many vendors that come into our network here,” said Robert Rodrigue, a network developer at Ochsner. “This means



that there are computers that are not under our control. Some systems have no security software when they are connected to our network, or they haven’t been updated with the latest patches. We have to protect all of our traffic and build in security so that infections don’t spread to mission-critical systems.”

The Ochsner technology group recognized 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. “Trend Micro technology has helped us do the best we can within our unique environment,” said Rodrigue. “The products are evolving and new features continually improve our situation. With the move to Trend Micro, our security became a lot better. In the past year, very few viruses impacted us but it never went beyond 15 to 20 machines. Outbreaks are quickly identified and controlled by Trend Micro solutions.”

Today, the Ochsner network relies on Trend Micro™ OfficeScan™ Client/Server Edition on all endpoints and Trend Micro™ InterScan™ Web Security Suite at the gateway. The extra protection at the gateway blocks the increasing numbers of web threats including phishing and pharming attacks.

KEY BENEFITS

- **Comprehensive security.** Combination of endpoint and gateway solutions improves protection.
- **Faster, more intelligent protection.** More Internet traffic is processed in real time.
- **Flexibility and increased reliability.** Gateway solutions can be configured to build in redundancy.
- **Expert advice.** Premium Support helps tailor the deployment to business needs for optimal protection.

SECURITY MADE SMARTER

Ochsner recently deployed the new release of InterScan Web Security Suite that introduced an additional security layer based on web reputation. “From my point of view, the best advancement in the new release is the more efficient and faster scanning,” said Rodrigue. “Trend Micro InterScan Web Security Suite uses an intelligent scanning technique, so that it doesn’t slow down the overall flow of traffic. This means that one InterScan server can now manage up to 3,000 active connections. No matter how much web activity we generate, the Trend Micro solution keeps up and maximizes the protection of our users and systems.”

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 its 40-megabyte circuit. Without the enhanced, intelligent scanning process, a single server can be scaled to manage this bandwidth.

The enhanced software also delivers security that’s smarter than conventional approaches, by blocking the latest threats “in the cloud” or before they reach the Ochsner network. Trend Micro checks billions of files, emails, and URLs and maintains extensive reputation databases. Built-in Web Reputation technology gives customers like Ochsner the benefit of real-time threat knowledge to protect digital assets.

STABILITY AND HIGH AVAILABILITY

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. “We can configure our three InterScan servers to scan traffic from all three of our gateway routers—all servers monitor all routers for triple-redundancy,” explained Rodrigue. “Trend Micro InterScan Web Security Suite results in a much more 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 our infrastructure, the increased availability contributes to our corporate reputation.”

During initial testing of the new 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.

EFFECTIVE KNOWLEDGE TRANSFER

Ochsner also relies on Trend Micro Premium Support. Access to Trend Micro experts has helped Ochsner resolve issues very quickly and adjust the security solution during the time of rapid growth. “Trend Micro has helped us get the most value out of our security solutions,” said Rodrigue. “They take an interest in our business and recognize that we have unique requirements, and the knowledge they bring to us has helped us tweak our products within our environment. We’ve enjoyed a good working relationship with Trend Micro.”

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

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TREND MICRO SOLUTIONS

- **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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