



A virus attack motivates Ohio Health Riverside Hospital to rush in protection with Trend Micro OfficeScan™

PRODUCTS

**Trend Micro™
OfficeScan™ Client
Edition 7.0**

"The spyware cleaning capability of Trend Micro OfficeScan Client Edition 7.0 was very timely. With more and more adware and spyware out there today, having OfficeScan run automatically is one more way of keeping our PCs clean while lowering our operational load."

John Trees, Desktop Team Leader, Ohio Health Riverside Hospital

The Ohio Health Riverside Hospital, located in Columbus, employs 15,000 people, along with 4,000 physicians, and delivers some of the most advanced healthcare available. It relies on a complex assortment of infrastructures to ensure its national reputation — not the least of which is the operation of a virus-free IT environment.

A need for centralized control

The IT department operates 5,500 PCs, all requiring specialized handling and support. Over time, the task of keeping each machine free of viruses had become so overwhelming that John Trees, Ohio Health's Desktop Team Leader, recognized the need for centralized control. That's when he turned to Trend Micro.

According to Trees, "Each PC in the hospital had a standalone version of McAfee installed, so it took a lot of effort to manage them one by one. We needed a management suite to help reduce our operational effort and cost. One option was to go to the McAfee enterprise version, but its server support had been so bad, we decided to look elsewhere."

The IT team visited a number of major antivirus vendors' customer reference sites, and found that Trend Micro's customers were far and away the happiest, most enthusiastic and excited about their antivirus solutions. "The reference customers shared information about how they manage their servers and desktops remotely," Trees said. "Trend Micro is a worldwide company with a lot of experience, and this gave us the confidence to select Trend Micro OfficeScan to protect our infrastructure."

THE ADVANTAGES OF TREND MICRO

Global Innovation

Trend Micro has been a pioneer in the antivirus software market since 1988, developing innovative strategies to protect information as new computing standards are adopted around the world.

Server Market Leadership

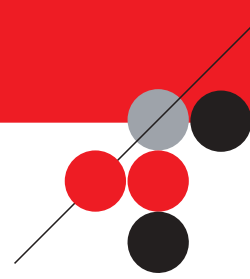
With the leading market share at the Internet gateway, Trend Micro is the global leader in server-based antivirus software (IDC Report: Antivirus Software 2002: A Segmentation of Market).

Flexible, Best-of-Breed Technologies

Trend Micro antivirus products and services are designed to integrate seamlessly with leading firewalls, intrusion detection systems, and other best-of-breed solutions for the complete enterprise strategy.

Services and Support

Trend Micro products and services are backed by TrendLabs, a global network of antivirus research and support centers. TrendLabs monitors potential security threats worldwide 24x7 and develops the means to identify, detect, and eliminate new viruses.



Just before Ohio Health switched to Trend Micro, the worm Blaster hit its network. "All our PCs froze or got hung up," Trees remarked, "and the worm spread throughout our entire network. A lot of people lost productivity during that period, so it wasn't a hard sell to switch from McAfee to Trend Micro."

Spyware blocking and cleaning

Shortly after the attack, Trees installed Trend Micro NeatSuite™ — an integrated antivirus suite — and deployed ScanMail™ for Lotus Notes™, ServerProtect™, and OfficeScan Corporate Edition 6.0. "We moved up to OfficeScan 6.5 to get spyware blocking as soon as it became available," Trees reported. "It handled the problem nicely."

As Trend Micro enhanced the software to include spyware cleaning functionality, Ohio Health moved directly to OfficeScan version 7.0. "The spyware cleaning capability of version 7.0 was very timely," Trees said. "With more and more adware and spyware out there today, having OfficeScan run automatically is one more way of keeping our PCs clean, while lowering our operational load. And I like the ability to tailor the virus scanning functionality to match the priority requirements of each PC user."

Summary

In addition to the obvious benefits of the OfficeScan spyware blocking and cleanup functions, Trees is very pleased with the support he receives from Trend Micro. "Our legacy server support was dismal, but now with Trend Micro, one of the biggest benefit has been our support. At the outset, we decided to purchase the Premium Support Program, which includes a dedicated Technical Account Manager (TAM). The support goes hand in hand with the software capabilities, and we never regretted the decision to move from McAfee to Trend Micro."

SERVICE AND SUPPORT EXCELLENCE

Proactive service, rapid response, and customized solutions are among the many reasons why the Trend Micro Premium Support Program is the first program from an antivirus vendor to receive the prestigious Support Center Practices Certification. Other highlights of the Premium Support Program include expertise and knowledge that Trend Micro's highly trained and certified Technical Account Managers (TAMs) offer customers.

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