

Healthcare Leader Chooses Trend Micro™ Data Loss Prevention

Hospitals in Québec team up with Trend Micro to cost-effectively and reliably protect patient data.

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— Yvan Fournier, Chief Security Officer (CSO), Centre Hospitalier Universitaire de Québec (CHUQ) and Centre de Recherche de Université LAVAL (CHUL)

EXECUTIVE SUMMARY

Customer Name: Centre Hospitalier Universitaire de Québec and Centre de Recherche de Université LAVAL

Industry: Healthcare

Location: Ste-Foy, Québec

Web Site: www.chuq.qc.ca/fr
and www.crchul.ulaval.ca/fr

Number of Employees: 10,000

CHALLENGE:

- Centralize data protection for a merged infrastructure spanning three large hospitals
- Increase the versatility of data protection solutions while simplifying management
- Reduce cost and complexity of data protection

SOLUTION:

- Add Trend Micro™ Data Loss Prevention to existing Trend Micro™ Enterprise Security solution, for increased visibility of data at rest, in motion, in use
- Partnership with Trend Micro to drive security technology roadmap for healthcare

BUSINESS RESULTS:

- Enhanced compliance with government regulations
- Protection of personal health information and other confidential data
- Identification and mitigation of information risk over time
- Centralized visibility and control
- Excellent baseline understanding of data usage behaviors

Challenge

For the millions of people living in Québec, the Centre Hospitalier Universitaire de Québec (CHUQ) and Centre de Recherche de Université LAVAL (CHUL) provide vital healthcare services along with research that advances the state-of-the-art of patient care. The IT team works hard to manage the merged infrastructure that supports services at the organization's three large hospital sites. In the past, when its previous security solutions were becoming too hard to manage, the technology organization looked for solutions that could improve management efficiencies and make it easy to add on new solutions over time. IT made the decision to switch to Trend Micro, choosing the company for its technology as well as its commitment to a collaborative working relationship.

Last year, a security team was challenged to introduce a new data loss prevention solution. Protecting patient data that resides on the CHUQ and CHUL network is a major focus for all of the technology organizations. “Meeting evolving compliance and privacy requirements is our top priority for security,” said Yvan Fournier, Chief Security Officer (CSO) at CHUQ and CHUL. “We have to know what employees are doing with patient information. Are they following the policies? Are sensitive files leaving the network? We have to be able to answer these questions.”

Solution

The security team evaluated the different solutions on the market, including Trend Micro Data Loss Prevention. The healthcare organization already relied on Trend Micro Enterprise Security, a tightly integrated offering of content security products, services, and solutions powered by the Trend Micro™ Smart Protection Network™ infrastructure. The multilayered solution gives CHUQ and CHUL maximum protection from emerging threats while minimizing the cost and complexity of security management.

The most recent investigation again led to Trend Micro as the best solution based on the organization's requirements. “Data loss prevention is a new area in the industry,” said Mr. Fournier. “Trend Micro gives us the best solution today, and they also listen to us about where we need this technology to go in the future. We are fully confident that Trend Micro Data Loss Prevention will continue to evolve in ways that meet the needs of the healthcare industry in Quebec. It's important to have this strategic relationship with a vendor. The Trend Micro team does a great job for us.”

CHUQ leveraged the expertise of a local Trend Micro Data Loss Prevention integration partner to speed the installation and configuration of the solution. With the Data Loss Prevention solution deployed, the IT organization at CHUQ and CHUL is able to monitor data at rest, data in motion, and data in use across a variety of threat vectors. “Trend Micro Data Loss Prevention has allowed us to gain a baseline for data usage within our organization, and fully understand what our users are doing with patient data,” said Mr. Fournier. “We are getting lots of very useful and actionable information that will allow us to refine our security policies and enhance our compliance posture. The Trend Micro solution is helping us do the best possible job of protecting patient information.”

Results

Since the deployment, Trend Micro Data Loss Prevention has helped CHUQ monitor and protect sensitive healthcare information, greatly reducing information risk and helping to comply with provincial regulations regarding the privacy and protection of patient records.

As threats continue to evolve, Trend Micro is working closely with the IT teams at CHUQ and CHUL. “Using technology is one thing; having critical conversations about our data protection needs and being responsive to our support requests is another thing,” said Mr. Fournier. “The relationship with Trend Micro is really great. The local team in Québec is always there for us, ready to listen and help. They also brought in a regional certified Data Loss Prevention partner to help us with installation and deployment services. Security is a work in progress, and Trend Micro gives us access to the expertise we need. It’s great to have this kind of recognition from the company, and to know that they are committed to helping us succeed.”

Trend Micro solutions, including the new Data Loss Prevention solution, make it possible for IT to minimize the time spent on security without compromising the protection of the infrastructure and information. Mr. Fournier explained, “Trend Micro solutions are easy to deploy and manage—they don’t take too much of our time. We always aim to minimize the IT time required for security and that is why we chose originally chose Trend Micro and why we stay with them today. We are certain that we are spending less time today as a result of our deployment of Trend Micro solutions.”

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DEPLOYMENT ENVIRONMENT

- 3 main sites
- 5,000 PCs and servers
- Trend Micro Data Loss Prevention
- Trend Micro Enterprise Security for Endpoints
- Trend Micro ScanMail for Domino
- Trend Micro PortalProtect
- Trend Micro Control Manager

Company Profile

Centre Hospitalier Universitaire de Québec (CHUQ) is one of the most important health institutions in Quebec, providing general care and several hyper-services for the two million residents of eastern Quebec. Closely linked to the Laval University and forward looking, the CHUQ is also dedicated to teaching and research in its many areas of excellence and the evaluation of technologies and modes of health intervention. The expert team at CHUQ includes 1,000 doctors, dentists, and pharmacists, and 9,000 other employees. The CHUQ includes The Hotel-Dieu de Québec, Hôpital Saint-François d’Assise, and CHUL with his Mother Child Center, as well as five health centers.

Trend Micro Security

- **Trend Micro Data Loss Prevention**
<http://us.trendmicro.com/us/products/enterprise/data-loss-prevention/>
- **Trend Micro Enterprise Security**
<http://us.trendmicro.com/us/home/enterprise/>
- **Trend Micro Smart Protection Network**
<http://www.smartprotectionnetwork.com>
- **Trend Micro Enterprise Security for Endpoints**
<http://us.trendmicro.com/us/products/enterprise/security-for-endpoints/index.html>
- **Trend Micro ScanMail for Lotus Domino**
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