

Health System Diverts Costs from Security to Patient Care

Switching to Trend Micro™ Enterprise Security Saves IT Time, Automates Updates, and Increases Protection

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—Eric Hill, Manager, Desktop & Mobile Technologies, SMDC Health System

EXECUTIVE SUMMARY

Customer Name: SMDC Health System

Industry: Healthcare

Location: Duluth, Minnesota

Web Site: www.smdc.org

Number of Employees: 7,500

CHALLENGE:

- Drive down cost of ownership for security, without compromising protection of patient data and resources
- Improve visibility for and management of security
- Minimize the performance impact on endpoints

SOLUTION:

- Trend Micro Enterprise Security solutions for endpoints, intrusion defense, and SharePoint protection
- Plan to deploy additional web threat protection at the gateway

BUSINESS RESULTS:

- 50% IT cost reduction compared to previous security solutions
- Satisfied end users (alleviated overhead on desktops and laptops)
- Automated updates for more reliable protection
- Faster identification of security issues (at-a-glance views)

Challenge

At SMDC Health System, physicians and employees have pledged to put patients and their families first. The organization’s highest priorities also include the wise and responsible management of all resources, and the creation of the next generation of integrated health care.

To help divert as much of the budget as possible to patient care, IT continually evaluates technology solutions in terms of cost of ownership. “We are always looking for ways to cut costs and improve performance and security at the same time,” said Eric Hill, manager of the desktop and mobility technologies group at SMDC.

Two years ago, the in-place security solutions were not reliably meeting expectations. “I challenged my team to review industry security trends, and identify the leading products,” said Hill. “The previous security solutions had become increasingly time consuming for us, taking too long to manage updates. Besides taking up too many of our IT resources, the solutions were also frustrating our desktop and laptop users by visibly slowing down their systems.”

Solution

SMDC also recognized the evolving nature of threats. Besides evaluating endpoint security alternatives, the organization looked for a multilayered, modular solution that could offer intrusion defense, web threat protection, and security for a new Microsoft® SharePoint® server.

“We started with endpoint antivirus protection, which was our most pressing need,” said Brian Haakensen, the desktop and mobile technologist that took the lead during the due diligence process. “We looked at products that offered good enterprise-level functionality—including excellent central management. Ideally, we wanted something that would consume fewer resources on our endpoints. Trend Micro Enterprise Security accomplished that and we’ve also gained a lot more functionality. In terms of management, we have better reporting and also have at-a-glance central visibility over security. We now spend a lot less time on security management and have better protection.”

SMDC first deployed Trend Micro™ Enterprise Security for Endpoints, followed by the implementation of Trend Micro™ Intrusion Defense Firewall plug-in. Desktop and mobile computers have immediate protection. In addition, automated clean-up saves time and costs while the flexible plug-in architecture allows us to introduce additional functionality such as the Intrusion Defense Firewall. This network-level Host Intrusion Prevention System (HIPS) blocks zero-day attacks and adds network-based malware protection for improved data security compliance.

The initial pilot testing gave SMDC a chance to try out Trend Micro Enterprise Security on 300 systems before they fully deployed across all 5,000 endpoints. “By monitoring the calls to our Help Desk, I could tell that it was going to be a smooth transition to Trend Micro,” said Hill. “There were very few issues and it was surprisingly smooth, especially given the number of endpoints we converted. The full deployment of Trend Micro Enterprise Security for Endpoints took less than a month.”

SMDC also deployed Trend Micro™ PortalProtect™ for Microsoft® SharePoint® to secure the organization’s new collaboration platform. “We looked at other solutions, but PortalProtect could be integrated with our other security solutions and was competitively priced,” said Haakensen. “It was easy to install—there were no major issues and it worked right from the start.” The secure SharePoint environment promotes communications and collaboration among the leadership at SMDC, and also introduces a secure platform for collaboration with other providers in the Essentia Health network.

Results

In terms of performance—one of the top priorities during the transition to Trend Micro—end users have been happy with the new solution. “Our systems have many applications running in the background, and any savings in performance helps our users,” said Haakensen. “Trend Micro Enterprise Security for Endpoints has alleviated stress on our workstations.”

In addition, the switch has resulted in significant cost savings. “If we had stayed with our previous vendor, my budget for security would have been much higher,” said Hill. “Switching to Trend Micro has resulted in a budget savings of 50% over the first five years. This doesn’t include all of the intangible benefits, such as gaining more functionality that makes our job easier. We get more protection from Trend Micro today, and we have big cost savings. The money that I have saved can be spent on non-IT activities and ultimately improve patient care. So my group has been able to give back to the organization. The business case for the switch to Trend Micro helps our CIO demonstrate to the executive team that we are successfully cutting costs.”

Powered by the Trend Micro™ Smart Protection Network™ infrastructure, the new solutions give SMDC the benefits of sophisticated cloud-based reputation technology, feedback loops, and the expertise of TrendLabs™ researchers to deliver real-time protection from emerging threats. “Trend Micro Smart Protection Network and innovations like Smart Scan updates significantly improve our protection by automatically keeping us up to date,” said Haakensen. “These features save me time and give us another layer of protection.”

Hill explained, “Anything we can do to increase security also contributes to our overall compliance—Trend Micro Enterprise Security definitely aligns with our commitment to protect patient data within a next-generation healthcare infrastructure.”

Next Steps

SMDC is currently testing and plans to deploy an additional Trend Micro solution for web protection at the gateway. “Trend Micro™ InterScan™ Web Security Virtual Appliance gives us much more functionality that we had before, in terms of granularity of groups and filtering individuals,” said Haakensen. “This solution has made it easier to implement our policies. The integration with Active Directory makes it easy to deploy, and it is also easy to manage as a virtual appliance within our existing VMware® environment.”

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— Brian Haakensen, Desktop & Mobile Technologist, SMDC Health System

DEPLOYMENT ENVIRONMENT

26 sites
5,000 PCs and servers
HP hardware, standard; other legacy hardware
Microsoft Windows XP, Server 2003
VMware ESX
Trend Micro Enterprise Security for Endpoints 10.0
Trend Micro Intrusion Defense Firewall 1.3
Trend Micro PortalProtect
Trend Micro InterScan Web Security
Virtual Appliance

Company Profile

SMDC Health System, a member of Essentia Health, serves a regional population of 460,000 in northeastern Minnesota, northwestern Wisconsin and Michigan’s Upper Peninsula. The integrated health system has four fully-owned hospitals including St. Mary’s Medical Center, SMDC Medical Center, St. Mary’s Hospital of Superior and Pine Medical Center. In addition, it has one integrated partner, Rainy Lake Medical Center, and works in cooperation with community hospitals across the region. SMDC also includes the Duluth Clinic, a nationally recognized 400+ physician multi-specialty group, representing 55 medical specialties and providing care at 17 locations.

Trend Micro Security

- **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 Intrusion Defense Firewall**
<http://us.trendmicro.com/us/products/enterprise/officescan/intrusion-defense-firewall-plugin/index.html>
- **Trend Micro PortalProtect for Microsoft SharePoint**
<http://us.trendmicro.com/us/products/enterprise/portalprotect/index.html>
- **Trend Micro InterScan Web Security Virtual Appliance**
<http://us.trendmicro.com/us/products/enterprise/inter-scan-web-security-virtual-appliance/index.html>



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