

# Major Canadian Healthcare Provider Teams up With Trend Micro and Cisco to Deploy Comprehensive Security Strategy

More than 2.2 million residents of Ontario are served by Hamilton Health Sciences. Patients rely on the family of five unique hospitals and a cancer center, while more than 10,000 employees rely on IT to deploy leading security technology that can protect patients' privacy and ensure continuous delivery of services.



Hamilton Health Sciences

## STRINGENT COST CONTROLS AND GOVERNANCE REQUIREMENTS

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— Kimberly Dell, Manager  
IT Infrastructure  
Hamilton Health Sciences  
Ontario, Canada

Healthcare providers face monumental pressures to reduce costs and streamline operations. Yet to deliver exceptional health care, they must also be able to rapidly adopt technology and sustain relationships with a broadening range of partners. Regulations and governance requirements—such as the Canadian Personal Information Protection and Electronic Documents Act (PIPEDA) and Personal Health Information Protection Act (PHIPA)—add yet another layer of complexity by introducing strict rules for protecting patient and employee health information.

These market realities have affected the infrastructure deployments and management strategies of today's providers. The IT organization at Hamilton Health Sciences is no different—they constantly strive to discover innovative products and solutions that will help them meet their mission goals. But tight budgets and a scarcity of health-care savvy IT professionals drive the need for integrated solutions that can be automated.



## HIGH-LEVEL PROJECT GOALS

- Extend protection to the entire network, with the ability to block viruses and other evolving threats
- Streamline management with solutions that enable high levels of automation
- Simplify license management with a suite of products instead of multiple individually licensed products
- Introduce solutions that include the tools required to monitor, investigate, track, and report the state of attacks and critical security events

Several years ago, the IT team recognized a need to replace the existing security products with a more comprehensive solution that could extend protection to all points on its network. This put IT on a course of evaluating and selecting short-term products that could evolve into a long-term security strategy.

## WHY TREND MICRO?

“We found that Trend Micro™ Enterprise Protection Strategy gave us comprehensive protection for our entire network,” explained Kimberly Dell, manager of IT infrastructure at Hamilton Health Sciences. “Trend Micro™ NeatSuite™ extends protection to our desktops, email servers, and other servers—and we have been able to simplify licensing in the process. This means that we can more easily track and manage licenses on all systems, and that really appeals to us.”

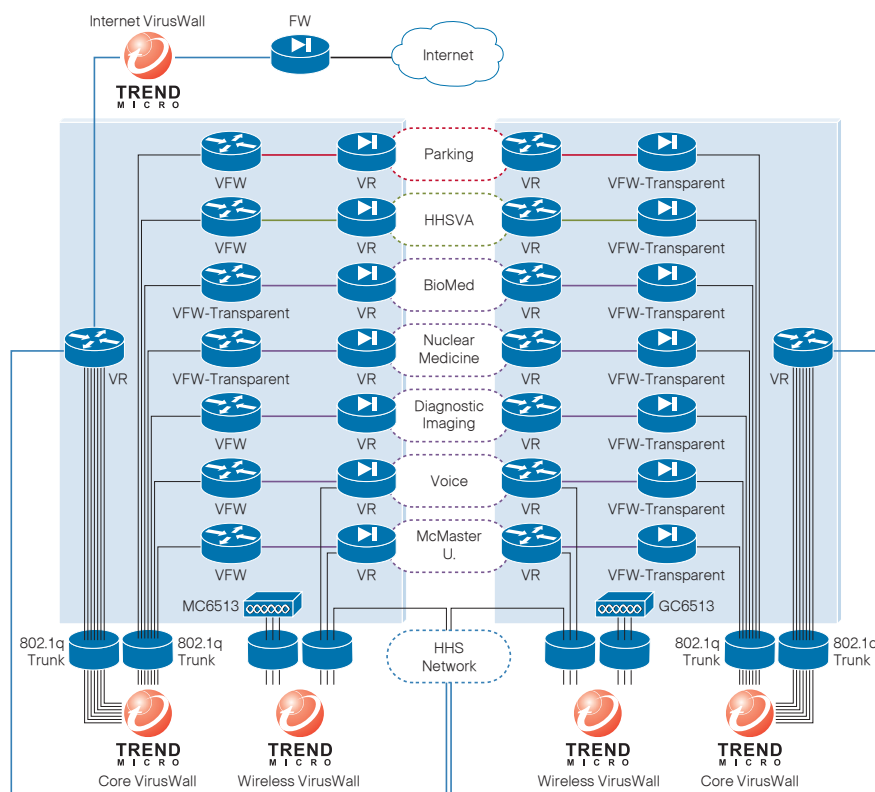
Hamilton Health Sciences chose a phased approach, starting with the NeatSuite flagship products: OfficeScan™ and ServerProtect™, which scaled to cover approximately 4,800 desktops and Windows Servers. The company also implemented ScanMail™ Suite for Microsoft™ Exchange to protect email systems. The multi-layered solution gives the healthcare provider true enterprise-class protection.

## INTEGRATED SUITE FOR COMPREHENSIVE SECURITY MEASURES

The move to Trend Micro security solutions has given the IT team the ability to simplify overall management across all sites. These include six hospitals, several remote sites, and the recent addition of West Lincoln Memorial Hospital. The entire network can be managed using the NeatSuite tools, with Trend Micro Control Manager letting them establish a central command center.

The integrated NeatSuite security solutions compliment each other. OfficeScan can find, prevent, and fix problems caused by viruses and other malware at the endpoint, and other NeatSuite solutions strengthen protection at additional strategic points in the network. The optional Damage Cleanup Services and Outbreak Prevention Services then automate the follow-up actions and repair any systems that have residual effects from the attempted attacks.

“Trend Micro solutions basically operate on their own—requiring very little of our time. We need only perform occasional maintenance and keep an eye on the log files,” said Dell. “We are also automatically notified if the number of security events exceeds a threshold number that we have defined. In this way, the Trend Micro security solutions really save us time. Our input into the process has been minimal for quite some time. Since we are somewhat understaffed, we couldn’t be as proactive as we would like without Trend Micro NeatSuite. For



example, we are notified if any systems have out of date security software. We can quickly identify and investigate the vulnerable systems, and so it has allowed us to keep our systems up to date—a vital requirement for maximizing protection of our infrastructure.”

## KEEPING UP WITH THE EVOLVING NATURE OF THREATS

As spyware and spam have increased over past years, Trend Micro solutions have helped Hamilton Health Sciences avoid the productivity losses that would otherwise occur. Trend Micro™ Control Manager Enterprise Edition with Anti-Spyware as well as OfficeScan help manage spyware, and the InterScan™ Messaging Security Suite helps catch spam and other unwanted content at the gateway, before it impacts network performance, desktop systems, or servers.

“We have seen a lot of spyware and spam recently,” summarized Dell. “Without the Trend Micro NeatSuite solutions, these could have been big issues for us, but the products we deployed have protected us from these threats.” Recently, the company trialed Trend Micro Email Reputation, an InterScan Messaging Security Suite feature designed to keep the majority of spam completely off the network and not just out of inboxes.

By adding in new layers of protection, IT continually stays ahead of the evolving nature of email-based, Web-based, and blended threats. “Other more recent threats include viruses that try to circumvent systems and zero-day viruses” mentions Dell. “Trend Micro patch updates are helping us control these—the Trend Micro patches come out quickly. Even with all of this formidable activity in the antivirus world, Trend Micro gets us the patches we need, sometimes as many as three or four a day.”

In addition to the NeatSuite solutions they have deployed—OfficeScan, ScanMail Suite, InterScan Messaging Security Suite, and Control Manager—IT takes advantage of other Trend Micro solutions. to add in more layers of protection. For example, Hamilton Health Sciences is currently evaluating Trend Micro Spam Prevention Solution as an added layer of protection. By continually enhancing its security solution, IT stays ahead of the evolving nature of email-based, Web-based, and blended threats. The company also encourages employees to deploy Trend Micro solutions for home computers, giving them yet another layer of protection outside of the company network.

## GIVING PARTNERS ACCESS WITHOUT INTRODUCING VULNERABILITIES

Besides home computers, IT encounters other on-network and off-network devices and systems that could potentially introduce devastating vulnerabilities to the business. A large base of partners has access to the network—transcriptionists, home-based contractors, and others—and many on-network devices feature embedded computers that cannot be touched by IT.

“Trend Micro Network VirusWall™ Enforcer protects the network itself and keeps our systems safe from attacks that could come in from off-network systems and on-network devices that we can’t control,” stated Dell. “Offenders can be tracked down using the Trend

## CORPORATE PROFILE

**Hamilton Health Sciences**  
Ontario, Canada

Hamilton Health Sciences is a family of five unique hospitals and a cancer center, serving more than 2.2 million residents of Hamilton and Central South and Central West Ontario. The Hamilton Health Sciences facilities offer a range of acute and specialized services, catering to health care needs from preconception through to aging adults. Each of the hospitals has specific areas of expertise and together, Hamilton Health Sciences is one of the most comprehensive health care systems in Canada.

- **Industry/Vertical** Healthcare
- **Employees** 10,000
- **Infrastructure** 15 sites; 6,000 desktops
- [www.hamiltonhealthsciences.ca](http://www.hamiltonhealthsciences.ca)

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IT Infrastructure  
Hamilton Health Sciences  
Ontario, Canada

Micro console. Many times, it is a partner or someone connecting from a home computer that is not protected. Our network is so huge, we can't always identify and 'triage' all problems manually. Trend Micro gives us solutions and network access control features that spot the major issues for us and help us prevent problems before they can happen."

Network VirusWall Enforcer will support Hamilton Health Sciences' next-generation security strategy, and will play a part in a whole new security architecture that is under development.

### **PARTNERING WITH TREND MICRO AND CISCO TO DEVELOP A SECURITY STRATEGY**

The forward-looking IT team at Hamilton Health Services is currently working with both Trend Micro and Cisco to develop and deploy a broad security policy. Based on the Cisco Network Admission Control (NAC) framework and products, the new security initiative will also take advantage of Cisco Intrusion Protection technology integrated into the core network devices, and will establish the Cisco Security Monitoring, Analysis, and Response System (MARS).

"Our new security management policy follows a Cisco blueprint, but relies on a combination of Trend Micro and Cisco products to fill in the gaps in our network," explained Dell. "The integration of Trend Micro with Cisco NAC has been a big bonus for us—the fact that they work well together has really helped. For example, Network VirusWall alerts can be sent to our central Security MARS console—we are able to view all security alerts from one console. Trend Micro Enterprise Protection Strategy is an excellent fit with high-level network-based security frameworks and will help us deploy a robust security policy that can scale with our business over time."

### **PREMIUM SUPPORT PROVIDES EXPERTISE TO KEEP MOVING FORWARD**

Meeting ever-changing security requirements has pushed Hamilton Health Sciences IT group to constantly stay abreast of the latest security solutions and products. The fast-growing security infrastructure has challenged the resource-limited team to address issues promptly and thoroughly. The team recently recognized Trend Micro Premium Support as a resource for expanding their in-house expertise and skill sets.

"When we were struggling with some security attacks, we escalated the problem within Trend Micro," said Dell. "We were impressed with the group's knowledge and how they resolved our issues even though we were not a Premium Support customer at the time. They gave us the help we needed, and showed us that our problems stemmed from some configuration errors."

To avoid these types of problems in the future, Hamilton Health Sciences has become a Trend Micro Premium Support customer. "Going forward, Trend Micro will give us proactive support for our existing deployment and the guidance we need to evolve an industry-leading end-to-end security strategy."

### **INDUSTRY-LEADING SECURITY FRAMEWORK AND STRATEGY**

#### **Local Health Integration Network (LHIN)**

- Enterprise Protection Strategy to provide a framework for scalable, multi-function security deployments
- Integrated suite of solutions that simplify management and extend protection to multiple places in the network
- Extensibility to address newly emerging email, Web, and blended threats
- Compatibility and integration with high-level security frameworks

### **TREND MICRO SOLUTIONS**

- **Trend Micro Enterprise Protection Strategy**

<http://us.trendmicro.com/imperia/md/content/us/pdf/eps.pdf>

- **Trend Micro NeatSuite**

<http://us.trendmicro.com/imperia/md/content/us/pdf/products/enterprise/neatsuite/ds03nsst030707us.pdf>

- **Trend Micro Network VirusWall Enforcer**

<http://us.trendmicro.com/us/products/enterprise/network-viruswall-enforcer/>



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