

# Lakeridge Health Uses Trend Micro™ Enterprise Security to Lower Content Security Risks and Costs

Lakeridge Health serves a community of more than 500,000 residents within an area of 19,000 square kilometers in Ontario. IT must build in security to protect the mission-critical infrastructure that spans the 25 hospitals, clinics, and administrative sites. A recent escalation in web threats, including web-based phishing and data-stealing malware as well as the spam emails that deliver links to these threats, called for a combination of Trend Micro messaging and web solutions powered by the Trend Micro™ Smart Protection Network.

## ESCALATING WEB THREATS

*“Trend Micro Enterprise Security builds up our defenses where they can do the most good—in the cloud and right at the edge of our network, stopping threats before they even enter our system. These solutions use the Trend Micro Smart Protection Network, which has proven invaluable for automating the fight against constantly evolving web threats.”*

— Peter Hastie,  
IT Systems Consultant  
Lakeridge Health,  
Ontario, Canada

Over the years, Lakeridge Health has tried many alternatives in its search for the best possible security. When web threats began to increase, Lakeridge Health’s user helpdesk was flooded with complaints about spyware and other infections. Unsatisfied with its previously deployed products and lack of support, Lakeridge Health evaluated four other security vendors including Trend Micro.



After identifying Trend Micro as the winner of its security “bake off,” Lakeridge Health deployed multiple layers of Trend Micro™ Enterprise Security all powered by the Trend Micro™ Smart Protection Network. Lakeridge Health was impressed by this innovative approach, a cloud-client architecture that uses in-the-cloud reputation databases and a light-weight client to provide immediate protection that does not rely on static pattern files for protection. With Trend Micro’s correlated reputation databases, layered Trend Micro products stop threats at multiple entry points.

Lakeridge Health selected Trend Micro gateway protection to block web-based threats at the earliest point in their network, introducing messaging and web defense right at the perimeter:

## KEY BENEFITS

- **Blocks email and web threats at the network edge.** Multi-layered technologies effectively combat mixed threats that combine spam, phishing, viruses, Trojans, spyware, bot code, and other data-stealing malware.
- **Reduces business risks.** Immediate protection based on up-to-the-minute threat intelligence helps ensure patient privacy and compliance with mandated healthcare practices.
- **Correlates web, email, and file threat data.** In-the-cloud reputation analysis identifies and blocks all elements of an attack—spam sources, embedded links, dangerous files, and malicious websites.
- **Saves time and reduces costs.** Tightly integrated, centrally managed solutions simplify deployment and day-to-day administration.

- Trend Micro InterScan™ Messaging Security blocks email threats, including spam, phishing, and malware, and offers content filtering to enforce compliance and prevent data leaks. Email reputation technology blocks threats from known senders of malicious email and web reputation technology blocks emails with links to dangerous websites.

With the Trend Micro Smart Protection Network, all of these elements are correlated—if just one gets a bad reputation, this reputation is extended to all elements of the attack.

- Trend Micro InterScan™ Web Security uses web reputation technology to prevent access to malicious websites, and block the download of web-based spyware, worms, and viruses, including data-stealing malware. URL filtering further controls access to websites based on policy and content. Also, any detected spyware or other malware activity automatically triggers agentless cleanup, freeing the IT team from time-consuming manual interventions.
- For end-point security, Trend Micro OfficeScan™ Client/Server Edition includes web reputation technology to protect end users from accessing malicious websites when they are both on and off the network. Trend Micro's in-the-cloud reputation databases update in real time, automatically improving security to provide immediate protection for all users wherever and whenever they connect.

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## IMPROVING COMPLIANCE AND ENCOURAGING SAFE WEB BEHAVIOR

With Trend Micro web and email reputation at the gateway, the healthcare organization has been able to prove compliance with industry security requirements and help ensure patient privacy. “Compliance is a key motivator in our selection of gateway solutions,” explained Hastie. “Every year we are audited, and we have to prove that we are protecting our environment from threats such as phishing and spyware. Since deploying Trend Micro InterScan Web Security and InterScan Messaging Security at our corporate gateway, the auditors have been completely satisfied with our level of protection.”

The gateway solutions also help IT administrators work with department managers to improve employees' online behavior. Emails with links to dangerous websites are blocked, malicious content is intercepted, access to inappropriate sites is prevented by policy, and web surfing can be monitored. Hastie said, “It's easy to look at the malware activity logs—being able to track activity per user is very useful. Management takes advantage of this feature to enforce our security and Internet use policies among employees.”

## CORPORATE PROFILE

### Lakeridge Health Ontario, Canada

Though its individual sites have served their communities for many decades, Lakeridge Health was organized in 1998. Now one of the largest in Ontario, the community hospital network is unique in its combination of urban and rural coverage. In addition to the four main hospital sites, 20 off-site locations provide services. Lakeridge Health and The Oshawa Hospital Foundation recently opened a new regional cancer treatment facility, the R.S. McLaughlin Durham Centre.

- **Industry/Vertical** Healthcare
- **Infrastructure** Approximately 25 sites; 150+ servers
- [www.lakeridgehealth.on.ca](http://www.lakeridgehealth.on.ca)

## TACKLING SPYWARE AND OTHER WEB THREATS

One particular web threat—spyware—was a major issue for the healthcare provider. By accessing real-time threat intelligence in the cloud, Trend Micro Enterprise Security gives IT the ability to immediately and automatically block this threat before it impacts end users and the helpdesk team. Initial reports showed that Trend Micro OfficeScan found spyware on more than 1,000 desktop systems. By getting spyware under control and effectively blocking new infections, Trend Micro Enterprise Security protection has kept this data-stealing malware from threatening patient records and other confidential information. Today, the helpdesk receives 75% fewer calls for spyware.

“The Trend Micro solutions have so much built-in functionality,” said Hastie. “And the features do not require that I do anything on an ongoing basis. Web and email reputation technologies provide immediate protection and take a load off our network, providing much more filtering than our previous solutions. Today, the Trend Micro solution catches spam and spyware that we were previously filtering out manually. Security is improved, and I spend less time on security issues.”

## THE RIGHT TOOLS AND HELP FROM THE EXPERTS

“Trend Micro Enterprise Security gives us a very cost-effective solution by minimizing IT time for managing email, web-based, and blended threats,” explained Hastie. “Deployment was simple with Trend Micro’s solutions, and management is easy. Also, Trend Micro Control Manager™ gives us a central, total view of the overall solution.”

Lakeridge Health relies on Trend Micro™ Premium Support to keep them aware of the latest threat trends and to help get the most value out of their in-place Trend Micro solutions.

“Trend Micro Premium Support has been excellent,” said Hastie. “I can’t say enough about the level of help we get from Trend Micro—they are fantastic. The technical support team really helped us get up to speed quickly. The move to Trend Micro has exceeded our expectations, both in terms of the product quality and the level of support we get.”

## TREND MICRO SOLUTIONS

- **Trend Micro Enterprise Security**  
[www.trendmicro.com/go/enterprise](http://www.trendmicro.com/go/enterprise)
- **Smart Protection Network**  
<http://www.trendmicro.com/go/SmartProtectionNetwork>
- **OfficeScan Client/Server Edition**  
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
- **InterScan Web Security**  
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/web-security/>
- **InterScan Messaging Security**  
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/messaging-security/index.html>
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