

Healthcare System Introduces Trend Micro™ InterScan™ Messaging Security Virtual Appliance for Scalable, Easy-to-Manage Gateway Protection

Ochsner Health System is a non-profit, academic, multi-specialty healthcare delivery system in Southeast Louisiana. The organization's technology team must maintain security while managing rapid growth. They continually evaluate new solutions and approaches that enable maximum integration of security at critical points throughout the network.

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— Mark L. Smith,
Network Administrator
Ochsner Health System

ADDING NEW LAYERS OF PROTECTION

Ochsner Health System is a thriving organization with high levels of network traffic. New hospitals and clinics have been added to the network in recent years, and the infrastructure is increasingly vital for patient care. IT relies on a layered security solution to protect all of its mission-critical assets.

Today, Trend Micro™ Enterprise Security at Ochsner Health System includes:

- PC and file server protection: Trend Micro™ Enterprise Security for Endpoints
- Web threat protection: Trend Micro™ InterScan™ Web Security Suite
- Messaging protection: Trend Micro InterScan Messaging Security Virtual Appliance

The multilayered Trend Micro Enterprise Security solution, powered by the Trend Micro™ Smart Protection Network™ infrastructure, includes in-the-cloud threat protection. Trend Micro manages globally correlated databases of up-to-the-minute threat intelligence. Real-time tracking of web, email, and file reputations keeps the databases always up to date. As Trend Micro Enterprise Security solutions access the databases, they relay information that automatically improves security, ensuring immediate protection from the latest threats. This gives Ochsner faster time to protection and avoids the network load and management overhead issues that often plague conventional security solutions.

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KEY BENEFITS

- **Protects sensitive information.** Scanning outgoing traffic at the gateway prevents inappropriate sharing of patients' credit card or personal data.
- **Stops threats fast.** In-the-cloud reputation technology augments traditional scan engines.
- **Scales easily.** Virtual appliance form factor lets IT easily adjust capacity.
- **Saves time.** Remote login and auto alerts simplify management from a central site.

CONSOLIDATING MAIL SERVERS

To manage costs as the company grows, IT has embarked on several cost-saving initiatives including consolidation of its email servers. Over time and with acquisitions, Ochsner ended up with email servers at many of its locations. Currently, all of the email servers are being consolidated into a central data center. In parallel with its email consolidation and platform evaluations, IT also evaluated its existing gateway messaging security solution. As the consolidation progressed, IT realized the legacy solution was often overwhelmed. “We have three direct links to the Internet right now, at our sites in New Orleans, Baton Rouge, and the North Shore,” explained Mark Smith, the network administrator responsible for the gateway messaging security solutions at Ochsner. “Our previous gateway security solution for email didn't meet our stringent requirements—it was limited in its ability to run reports, export information, and handle the scanning workload during times of peak messaging activity. Also, because we were using hardware appliances that limited our configuration capabilities, we could not cost-effectively scale the solutions as we grew.”

When IT administrators from other departments found out about our issues with the gateway messaging security appliance, they recommended that we review Trend Micro alternatives. Ochsner already had Enterprise Security for Endpoints protecting all PCs and file servers, as well as InterScan Web Security Suite blocking web threats before they could impact its systems or network. “Our positive experiences with other Trend Micro solutions led us to investigate the full capabilities of Trend Micro InterScan Messaging Security Virtual Appliance,” said Smith. “It has met all of our requirements.”

THE CHOICE OF A VIRTUAL APPLIANCE

Ochsner chose to deploy Trend Micro InterScan Messaging Security Virtual Appliance within its VMware environment. Due to the resulting cost savings in both infrastructure and management, IT’s virtualization initiative has really taken off across all of the Ochsner data centers. IT has virtualized 250 servers, or approximately three-quarters of its previous systems. The initiative has freed up enough power that the company was able to avoid a \$2 million power upgrade for the hospitals.

“It was very important that Trend Micro InterScan Messaging Security was certified as VMware Ready,” said Smith. “Within our organization’s virtualization initiatives, deploying a virtual appliance provided lower total cost of ownership and ease of management compared to our previous hardware appliance solution. We work remotely all the time, and managing the Trend Micro solution is a breeze with the ability to log in remotely. We have more than 14,000 email accounts and InterScan Messaging Security Virtual Appliance easily scales to handle all of our email traffic even during peak times. We also have the option to add a blade or dedicating a processor to InterScan if needed. Changes are easy and don’t increase our cost of deployment. InterScan Messaging Security Virtual Appliance will allow us to introduce redundancy at each gateway, and disaster recovery for our email communications.”

SCANNING OUTBOUND EMAIL TRAFFIC

Ochsner began a gradual phase-in of the Trend Micro virtual appliance. “InterScan Messaging Security Virtual Appliance was very easy for us to install and try out and we have since deployed it at all of our gateways,” said Smith. “Today Trend Micro InterScan Messaging Security Virtual Appliance scans all of our outgoing email traffic. Since we deal with credit-card transactions and sensitive personal information such as social security numbers, it is important that we can detect and stop any emails leaving our site that may contain sensitive information. With the virtual appliance in place at the gateways, we get an alert any time there is an issue relating to sensitive information.”

InterScan Messaging Security Virtual Appliance takes advantage of the email reputation technology in Smart Protection Network to block as much as 70% of all incoming spam before it even comes onto the local network, saving time and network bandwidth. Local scan engines also filter out more spam, phishing attempts, and malware for an effective multilayered, cloud-client approach.

“It is important that we monitor and control both incoming and outgoing email communications,” explained Smith. “Trend Micro InterScan Messaging Security Virtual Appliance has been easy to configure for our security policies while also supporting our initiatives for consolidation and virtualization.”

CORPORATE PROFILE

Ochsner Health System
New Orleans, Louisiana

Ochsner Health System has grown to become the largest healthcare system in the region, with 600 physicians and 80 medical specialties. Eight hospitals, a sub-acute facility, and 40 neighborhood health centers throughout South Louisiana host one of the largest non-university-based physician training centers, and the health system conducts 700 ongoing clinical research trials annually. Ochsner Health System was ranked “The Best Place to Work in New Orleans” in 2005 and 2006.

- **Industry/Vertical** Healthcare
- **Employees** More than 10,000
- **Infrastructure** Approximately 12,000 PCs, and 400 servers at more than 50 sites
- www.ochsner.org

TREND MICRO PRODUCTS

- **Trend Micro Enterprise Security**
<http://www.trendmicro/go/enterprise>
- **Trend Micro Smart Protection Network™**
<http://www.trendmicro.com/go/SmartProtectionNetwork>
- **Trend Micro InterScan Messaging Security Virtual Appliance**
<http://us.trendmicro.com/us/products/enterprise/inter-scan-messaging-security-virtual-appliance/>
- **Trend Micro Enterprise Security for Endpoints**
<http://us.trendmicro.com/us/products/enterprise/security-for-endpoints/index.html>
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