

Lakeridge Health Uses Trend Micro™ Messaging and Web Security for Comprehensive Gateway Web Threat Protection

Lakeridge Health (LH) 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 malware as well as the spam emails that deliver links to these threats, called for a combination of Trend Micro messaging and web solutions supported by the help of Trend Micro security experts.

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— Peter Hastie,
IT Systems Consultant
Lakeridge Health (LH),
Ontario, Canada

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KEY BENEFITS

- **Blocks email and web threats at the network edge.** Multi-layered technologies effectively combat mixed-protocol threats including spam, phishing, viruses, Trojans, spyware, bot code, and other malware.
- **Reduces business risks.** Helps ensure patient privacy and compliance with mandated healthcare practices.
- **Encourages safe behavior.** Blocked sites and monitoring capabilities encourage employees to follow security guidelines.
- **Saves time.** Well-engineered solutions simplify deployment and day-to-day administration.

ESCALATING WEB THREATS

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



After identifying Trend Micro as the winner of its security “bake off,” LH deployed multiple layers of Trend Micro protection. Trend Micro gateway protection blocks web-based threats by introducing messaging and web defense right at the network perimeter:

- Trend Micro InterScan™ Messaging Security blocks emails threats, including spam, phishing, and malware, and offers content filtering to enforce compliance and prevent data leaks. This solution is an important component of web threat protection, stopping spam with links to dangerous websites and blocking malware delivered in email that transmits data over the web.
- Trend Micro InterScan™ Web Security prevents access to malicious websites, blocks the download of web-based spyware, worms, and viruses, and stops phishing attempts. 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, preventing end users from accessing malicious websites. This protection is also extended to laptops, providing protection for users that are browsing the web while they are disconnected from the LH network.

“Trend Micro messaging and web security gives us comprehensive protection against web threats and builds up our defenses where they can do the most good—right at the edge of our network,” said Peter Hastie, IT systems consultant for LH. “The dedicated solutions have proven invaluable for fighting the constantly evolving web threats, allowing us to safely use the web as a business tool.”

IMPROVING COMPLIANCE AND ENCOURAGING SAFE WEB BEHAVIOR

Trend Micro gateway web threat protection through messaging and web security has contributed to the healthcare organization’s ability 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 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 and management takes advantage of this feature to enforce our security and Internet use policies among employees.”

TACKLING SPYWARE AND OTHER WEB THREATS

One particular web threat—spyware—was a major issue for the healthcare provider. The Trend Micro solutions give IT the ability to automatically block this threat to the satisfaction of end users and the help desk team. Initial reports showed that the Trend Micro solutions found spyware on more than 1,000 desktop systems. By getting spyware under control and effectively blocking new infections, Trend Micro gateway web threat protection has resulted in 75% fewer calls to the help desk.

“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 Reputation, Email Reputation, IP filtering—they do everything and provide 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 gateway web threat protection 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 total view of the overall solution.”

LH 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.”

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

TREND MICRO PRODUCTS

- **Trend Micro OfficeScan Client/Server Edition**
<http://us.trendmicro.com/us/products/enterprise/officescan-client-server-edition/index.html>
- **Trend Micro InterScan Web Security**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/web-security/>
- **Trend Micro InterScan Messaging Security**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/messaging-security/index.html>
- **Trend Micro Control Manager**
<http://us.trendmicro.com/us/products/enterprise/control-manager/>
- **Trend Micro Premium Support**
<http://us.trendmicro.com/us/products/enterprise/premium-support/index.html>



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