

Healthcare Provider Gains Comprehensive Coverage by Building Trend Micro™ into Its Network

With communities in 16 locations in 4 states, 2,109 employees, and 2,258 residents, Christian Homes is the fourth largest not-for-profit provider of healthcare services to the elderly in the Midwest. Security solutions are vital to ensure continuity in critical services and to protect patients' privacy.

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— Steve Buche
Chief Information Officer
Christian Homes

KEY BENEFITS

- **Complete end-to-end security with quick response to, and control of, attacks**
- **Centralized, Web-based console for easy deployment of updates and monitoring of status**
- **Minimized administration efforts with automated functions**
- **Increased confidence in overall security and compliance with security policies**

Taking Care of the Network that Enables Care for the Elderly

As a leading provider of senior healthcare, Christian Homes is focused on delivering the best possible care for the residents at its facilities. Behind the scenes, the IT group works just as hard to make sure that the infrastructure can support continuous services and protects the confidentiality of the patients.

Steve Buche, chief information officer for Christian Homes, says, “Healthcare services for 2,258 residents depend on systems that are operating efficiently, and we can’t afford to risk outages from viruses or phishing attacks that might compromise patient health information [PHI]. The Symantec security solutions that we had in place were just not aggressive enough to give us the protection that we required.”

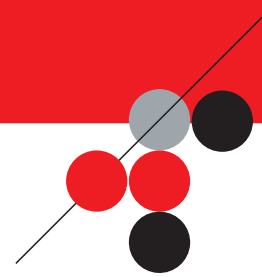
The IT group initiated an evaluation phase to design a comprehensive protection strategy for the company. The network extended over 16 sites, with 42 servers supporting numerous desktops and laptops. The key requirement for the non-profit organization was to get the most value from its security expenditures. The strategy also included an emphasis on multi-layered protection and the goal to simplify overall administration of the solution as part of ongoing cost control for operations.

High-Level Project Goals

- Improve protection and avoid outages from virus outbreaks
- Maximize productivity for the IT group by controlling spam and blocking spyware
- Provide an easy-to-support solution with a centralized view of security status
- Emphasize simplicity while allowing for add-ons as requirements change

Why Trend Micro?

The search for a comprehensive, multi-layered security solution led Christian Homes to the Trend Micro™ Enterprise Protection Strategy. “From the beginning, Trend Micro’s multi-layered approach was very attractive to us,” explained Buche. “The ability to address all points in the network with a single-vendor solution—including a centralized console—is very powerful. And the Trend Micro framework gives us confidence that we can add on or build in additional protection in response to future threats. Requirements are constantly changing, especially in the regulated healthcare industry, and we have to position ourselves with the best foundation for our dynamic environment.”



Comprehensive Coverage

Christian Homes chose Trend Micro NeatSuite™ to extend the power of Enterprise Protection Strategy throughout the network. NeatSuite is an integrated, centrally managed enterprise security suite designed to protect the Internet gateway, mail servers, file servers, and desktops. The solution also detects and blocks viruses, spyware, spam, and a variety of other threats. Buche said, “We’ve had no virus outbreaks on our production network since we moved to NeatSuite. It also blocks spam, and we’ve deployed Trend Micro Anti-Spyware Enterprise Edition to catch adware. This is new for us—Symantec had very little adware or spyware protection. The Trend Micro solution has also integrated nicely with a security appliance that we use to scan email before it reaches our network. With the appliance on the outside and Trend Micro on the inside, we have a solution that works really well for us.”

With Trend Micro Control Manager, NeatSuite gives the IT team a single console for managing security. “The at-a-glance status is great for our team,” said Buche. “The console has so much functionality integrated—we can manage our deployment from one centralized location. It simplified the initial installation, allowing us to roll out all of the NeatSuite functionality from our corporate office. Our job is to take care of the company and our residents, but now we have a solution that takes care of us in IT, too. The new platform has significantly simplified our jobs.”

Automating Security

Since installing a Trend Micro solution, Christian Homes’ IT group has a new level of trust in its security technology. “Once we put Trend Micro products in place, we haven’t spent as much time on security. The software takes care of everything for us and it’s working great. Even though our NeatSuite solutions are working so well that we haven’t even needed to use Damage Cleanup Services yet, it raises our comfort level to know it’s there. With the level of automation that we’ve gained, we don’t have to intervene. This has been huge—to know that our protection has been increased while our work has been reduced.”

Confidence in the System

The risks in the healthcare industry are significant. Providers such as Christian Homes face Internet threats that can potentially disrupt critical systems and can compromise patients’ rights to privacy. Other unwanted content—spam and spyware—can also lower productivity and cause costs to go up.

“We are very happy with Trend Micro Enterprise Protection Strategy. We have the right tools in place and have made a great deal of progress in our initiative to build high availability into our network. Security is a huge part of our responsibility as an IT organization for a healthcare provider. Trend Micro has given us peace of mind and has proven to be a really good fit for our business.”

Corporate Profile

Christian Homes • Lincoln, Illinois • www.christianhomes.org

With communities in 16 locations in 4 states, 2,109 employees, and 2,258 residents, Christian Homes is the nation’s 4th-largest not-for-profit provider of healthcare services to the elderly in the Midwest. Christian Homes has 1,519 Medicare- and Medicaid-certified skilled nursing-care beds, 202 assisted-living apartments, and 537 independent-living apartments and garden homes to meet the growing needs of senior adults.

Industry/Vertical: Healthcare • **Employees:** 2,109

TREND MICRO PRODUCTS

Trend Micro™ NeatSuite™

<http://www.trendmicro.com/en/products/suites/neatsuite/evaluate/overview.htm>

Trend Micro™ Anti-Spyware Enterprise Edition

<http://www.trendmicro.com/en/products/desktop/tm-asee/evaluate/overview.htm>

Trend Micro™ Damage Cleanup Services

<http://www.trendmicro.com/en/products/eps/services/overview.htm#dcs>

Trend Micro, Inc.

Trend Micro Incorporated is a pioneer in secure content and threat management. Founded in 1988, Trend Micro provides individuals and organizations of all sizes with award-winning security software, hardware, and services. With headquarters in Tokyo and operations in more than 30 countries, Trend Micro solutions are sold through corporate and value-added resellers and service providers worldwide. For additional information and evaluation copies of Trend Micro products and services, visit our Web site at www.trendmicro.com.

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