

Spencer Hospital Safeguards Patient Information and Network Operations Using Award-Winning Trend Micro™ NeatSuite™

Reliable, easily managed content security and antivirus solutions help keep patient data safe and network services running day and night

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Network Coordinator
Spencer Hospital

KEY BENEFITS

- Protects confidential patient information from security risks and supports HIPAA compliance
- Centralized management allows IT managers to accomplish more in less time
- Increased uptime and availability of key health systems
- Protects the network against multiple types of threats at virtually every access point
- Frequent updates ensure that the network is protected from newly discovered threats

Spencer Hospital is at the forefront of medical care, providing top-notch inpatient and outpatient services to people in the central United States. The hospital's commitment to leveraging technology to improve services and administration is evident, from its purchase of advanced diagnostic and treatment systems to implementing leading solutions that safeguard patient information.



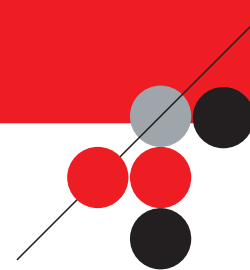
“Government regulations such as the Health Insurance Portability and Accountability Act (HIPAA) are driving new requirements for securing personal health information,” says Brian Stamper, network coordinator at Spencer Hospital. “One challenge for hospitals is that the same technologies that often support better, more efficient services can also put patient information at risk.” For Spencer Hospital, integrating proven content security and antivirus solutions from Trend Micro into its network is essential to keeping patient information safe and systems up and running.

Security Helps Hospital Comply with HIPAA

A powerful Health Information System (HIS) at the hospital streamlines service delivery by providing a central resource for capturing and sharing information about patient insurance, treatments and other details. Clinicians and administrators enter information into the HIS via hundreds of networked laptop and desktop computers throughout the hospital.

“If viruses, keyloggers or data miners get into our Internet-connected computers, they could trigger the HIS to start sending out patient data,” says Stamper. “This clearly impacts HIPAA compliance and could cause problems for patients and the hospital. With Trend Micro OfficeScan™, we can block malware from ever getting into our system. It's a primary line of defense inside our firewall.”

OfficeScan protects hospital desktops, laptops and servers from viruses, Trojans, hackers and spyware. OfficeScan is part of Trend Micro NeatSuite, which among other products also includes Trend Micro Control Manager and ScanMail for Microsoft™ Exchange. Trend Micro Control Manager delivers centralized management of Trend Micro products and services to protect clients and servers from viruses, spam, spyware and email-borne threats.



Expert Security and Superior Care

Spencer Hospital purchased NeatSuite after some key systems went down due to computer viruses. “Clinical staff needs constant access to patient data. Any system downtime directly affects the level of care we can deliver and the efficiency of our services,” says Stamper. “With OfficeScan in place, our networks have been virus-free, and vital systems remain available to staff.”

A primary reason the hospital selected NeatSuite over other security and antivirus solutions was the ease of deploying and managing Trend Micro products—a critical advantage for an IT department faced with limited staff and increasing demands. Virus and malware updates to NeatSuite can be performed automatically through Trend Micro Control Manager. Control Manager also allows the solutions to be managed and monitored easily from its central, Web-based console anywhere on the network, a big time saver for IT.

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30,000 Emails a Day, Increased Security Demands

With more than 30,000 emails and 9,000 attachments exchanged daily between Spencer Hospital staff and outside parties, there are plenty of opportunities for malware to reach the hospital's network. Using Trend Micro ScanMail Suite for Microsoft Exchange to filter inbound and outbound SMTP traffic, the hospital stops threats from leaving or entering its mail servers. Here, too, centralized management of NeatSuite tools makes it easy to deploy group filtering configurations and scan settings across all mail servers.

“The integration between ScanMail and Microsoft Exchange is excellent,” says Stamper. “We're handling increased volumes of email attachments without incident.”

Rapid Response to Multiple Threats Including Viruses, Spyware and Spam

For Stamper, ease of use and integration are only two of the many benefits of NeatSuite. Equally important is Trend Micro's commitment to enhancing the solutions that comprise the suite to meet constantly changing security demands.

“We first went to Trend Micro for an antivirus solution,” says Stamper. “Then, they added spyware and adware blocking, and the ability to respond to mixed virus/spyware threats. Trend Micro continually evolves its products to address today's challenges. It is great knowing that we have a long-term partner to meet our antivirus and content security needs.”

TREND MICRO PRODUCTS

Trend Micro NeatSuite

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

OfficeScan™ Client/Server Edition

<http://www.trendmicro.com/en/products/desktop/osce/evaluate/overview.htm>

ScanMail™ Suite for Microsoft™ Exchange

<http://www.trendmicro.com/en/products/email/smx/evaluate/overview.htm>

Trend Micro Control Manager™

<http://www.trendmicro.com/en/products/management/tmcm/evaluate/overview.htm>

Trend Micro™ NeatSuite™ is a fully integrated, centrally managed suite of products designed to provide virtually every access point in the enterprise with comprehensive antivirus and content security protection for gateway, mail and file servers, and desktops. NeatSuite includes additional components not featured in this case study.

Trend Micro, Inc.

Trend Micro, Inc. is a global leader in network antivirus and Internet content security software and services, focused on helping customers prevent and minimize the impact of network viruses and mixed-threat attacks through its award-winning Trend Micro™ Enterprise Protection Strategy. Trend Micro has worldwide operations and trades stock on the Tokyo Stock Exchange and NASDAQ. Trend Micro products are backed by timely, high-quality service from TrendLabs™, a global network of antivirus research and support centers.

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