

# Hospital Maximizes Protection While Minimizing Complexity

Mercy Memorial chooses Trend Micro™ Enterprise Security to protect endpoints, email communications, and the web gateway.

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— Eric Mynster, ITS Operations Manager, Mercy Memorial Hospital System

## EXECUTIVE SUMMARY

**Customer Name:** Mercy Memorial Hospital System

**Industry:** Healthcare

**Location:** Monroe, Michigan

**Web Site:** [www.mercymemorial.org](http://www.mercymemorial.org)

**Number of Employees:** 1600

## CHALLENGE:

- Protect patient data
- Block threats that would degrade employee productivity or jeopardize employee and patient data
- Maintain a proactive stance for compliance and security
- Stay within budget

## SOLUTION:

- Trend Micro Enterprise Security, including protection at endpoints, at the Internet gateway, and for email communications
- Deployment of virtual appliance web security, to align with virtualization initiative

## BUSINESS RESULTS:

- Easy learning curve and deployment
- Minimized IT time for managing security
- Increased up-time for web protection (VMware® management features, including Disaster Recovery and High Availability, eliminate potential downtime caused by hardware failures)
- Increased value obtained from virtual environment

## Challenge

One of the over-arching priorities at Mercy Memorial Hospital System is the protection of patient information. “We have to have systems that ensure our patient information is always guarded,” said Eric Mynster, the ITS operations manager for the healthcare organization. “We must go beyond simply meeting compliance requirements that target the protection of patients, and also integrate best practices for security within our business operations. We need to do everything we can to block viruses, spam, and other complex threats to security and productivity.”

A year ago, Mercy Memorial was in the process of switching from a fully outsourced model for its datacenter to an on-site infrastructure. The new datacenter was being built around a more cost-effective and flexible infrastructure, one that also required the selection and deployment of best-in-class security solutions. Risk assessment and prioritization is an ongoing activity within the organization, and IT wanted a security solution that could help with efforts to maintain a proactive stance for compliance and overall security.

Virtualization has also been a major priority for Mercy Memorial. IT selected a VMware platform, and has virtualized about 50% of the organization’s servers. Since the long-term strategy includes virtualization, IT wanted a security solution that was easy to align with a virtualized datacenter approach.

## Solution

After evaluating security products from many vendors, Mercy Memorial Hospital System selected a Trend Micro™ Enterprise Security solution that includes:

- Trend Micro™ Enterprise Security for Endpoints
- Trend Micro™ Hosted Email Security
- Trend Micro™ InterScan™ Web Security Virtual Appliance

“We were looking at many individual security products—individual antivirus, email filters, spam solutions, and URL filtering—but Trend Micro offered us the value of a complete package,” said Mynster. “After we looked at other vendors’ demonstrations and compared costs and functionality, it was a pretty easy decision. Trend Micro Enterprise Security was extremely competitive and covered all of our needs. With some solutions, you end up buying things you don’t really need. Trend Micro Enterprise Security gave us exactly what we

needed and fit our budget. The excellent value of the solution made it very easy for us to justify the investment.”

Trend Micro Enterprise Security is a tightly integrated offering of content security products, services, and solutions powered by the Trend Micro™ Smart Protection Network™ infrastructure. Together they deliver maximum protection from emerging threats while minimizing the cost and complexity of security management.

Deployment went smoothly, starting with the roll out of Enterprise Security for Endpoints to all desktop computers. Implementing Hosted Email Security was easy and quick, with set up accomplished in less than one day. Trend Micro carries out all updates and maintenance for the hosted email solution, which saves time for Mercy Memorial’s IT team. “Hosted Email Security gives us always-up-to-the-minute email security, without having to manage a perimeter device on our network,” said Michael Connolly, systems analyst at Mercy Memorial. “Even as our email volume grows in the future, we will avoid the costs of additional hardware and the need to expand our on-site systems.”

InterScan Web Security Virtual Appliance was introduced to block web threats at the organization’s Internet gateway. “Installing InterScan Web Security Virtual Appliance was easy—it comes bundled as a complete virtual machine without the need to install or harden an operating system,” said Connolly. “This solution is the easiest way to add web protection to an existing VMware environment.”

The virtual appliance helps increase the value that the organization gets from its VMware platform. “ROI for virtualized solutions is better than physical server or proprietary appliance deployments,” explained Mynster. “Our virtual solutions help us shrink our datacenter footprint, lower power requirements, consume fewer IT resources, and increase service levels. Virtualization has so many benefits with cost efficiencies at the top of the list.”

## Results

As part of the hospital’s VMware environment, the InterScan Web Security Virtual Appliance can take advantage of other VMware features. Disaster Recovery (DR), High Availability (HA), and VMotion™ modules help Mercy Memorial minimize the downtime for gateway protection by automatically switching the virtual appliance solution to another virtual machine in the event of any hardware failure.

“Virtualization eliminates hardware failure from the equation,” said Mynster. “Ten years ago, hardware failure was a big deal in the datacenter. With hundreds of servers, you always had some piece of some server that was broken. With VMware, we have less equipment, configured to be highly redundant and to automate failover. I can’t see any datacenter in the future without it. Trend Micro’s virtual appliance is a bonus for us—it is certified for our VMware environment and integrates right into our platforms.”

All of the Trend Micro solutions have proven to require very little time from the IT team at Mercy Memorial. “The Trend Micro solutions have been very self sufficient,” said Connolly. “During the process of bringing our entire infrastructure in-house, the Trend Micro solutions have been easy to keep running. We haven’t had to babysit them like other vendors’ products, and the intuitive user interface and administration have been self-explanatory. It’s nice that we were able to jump in without taking a training course or reading a whole book of instructions. The Trend Micro solutions have done a good job of safeguarding patient data as well as maximizing our employees’ productivity.”

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— Michael Connolly, Systems Analyst, Mercy Memorial Hospital System

## DEPLOYMENT ENVIRONMENT

- 1 hospital and 28 remote labs and offices
- 900 desktop computers
- 200 servers
- Trend Micro Enterprise Security for Endpoints 10.0
- Trend Micro InterScan Web Security Virtual Appliance 3.0
- Trend Micro Hosted Email Security

## Company Profile

Founded in 1929 Mercy Memorial Hospital System is a 238-bed, full-service community hospital that serves Monroe County as well as the eastern section of Lenawee County, southern Wayne County and sections of Northwest Ohio. As part of the Mercy Memorial Hospital System, the hospital is comprised of more than 130 physicians and is uniquely qualified to meet the health-care needs of the region. Mercy Memorial Hospital System offers state of the art technology along with newly renovated areas of emergency department and surgical services. We also offer a birthing center, cancer care, home health and hospice care, physical rehabilitation therapy, and dialysis treatment.

## Trend Micro Security

- **Trend Micro Enterprise Security**  
<http://us.trendmicro.com/us/home/enterprise/>
- **Trend Micro Smart Protection Network**  
<http://www.smartprotectionnetwork.com>
- **Trend Micro Enterprise Security for Endpoints**  
<http://us.trendmicro.com/us/products/enterprise/security-for-endpoints/index.html>
- **Trend Micro InterScan Web Security Virtual Appliance**  
<http://us.trendmicro.com/us/products/enterprise/interscan-web-security-virtual-appliance/>
- **Trend Micro Hosted Email Security**  
<http://us.trendmicro.com/us/solutions/hosted-security/hosted-email-security/>



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