

Switching to Trend Micro Enterprise Security Yields Safer Assets and Rapid ROI

Healthcare organization filters spam and blocks threats with Trend Micro™ Enterprise Security Suite.

“Trend Micro spam protection is blocking almost 20,000,000 unwanted emails a year. Dealing with unwanted email wastes thousands of hours of employee time annually. We calculated that Trend Micro Enterprise Security Suite paid for itself in less than one week.”

— Dave Burne, Information Technology Leader, Saint Elizabeth Health Care

EXECUTIVE SUMMARY

Customer Name: Saint Elizabeth Health Care
Industry: Healthcare
Location: Markham, Ontario, Canada
Web Site: www.saintelizabeth.com
Number of Employees: 4,500

CHALLENGE:

- Solve the rapidly increasing spam problem
- Free IT staff from the time-consuming efforts of cleaning up infections
- Choose a security solution that fits the budget and offers excellent ROI

SOLUTION:

- Switched from another leading vendor's security solution to Trend Micro Enterprise Security Suite
- Deployed protection at desktops, servers, messaging systems, and the Internet gateway

BUSINESS RESULTS:

- **Better protection:** Fewer threats reaching desktops and servers
- **Less required IT time:** 97% reduction in time spent on security (down to 20 minutes per week for infection issues, from 10 to 20 hours per week)
- **Increased productivity:** 96% of email blocked before reaching users' inboxes (spam levels reduced to one or two unwanted emails per month, per user)
- **Dramatic ROI:** Avoids wasted IT and employee time, by blocking threats (ROI in less than one week based on spam protection alone)

Challenge

Saint Elizabeth Health Care is an award-winning organization and not-for-profit charitable leader of over 4,500 nurses, rehab therapists and personal support workers. The organization delivers 3.8 million health care visits annually, backed by a 24/7 best-practice clinical support network, and works in a variety of home and community care settings.

To enable the best possible experiences to clients, Saint Elizabeth Health Care depends on a state-of-the-art technology infrastructure to enhance inter-professional collaboration, enable knowledge exchange, and offer e-learning experiences to employees. Several years ago, the infrastructure was threatened by an increasing number of viruses, spyware, and malware attacks that were infiltrating existing security solutions.

The IT staff, besides spending significant time cleaning up serious security breaches, was also dealing with a fast-growing number of user complaints on spam volumes. The organization had recently switched from an outsourced email solution to an on-site Microsoft® Exchange solution, and email addresses were receiving on average more than 50 unwanted email messages per day.

Solution

Before spam became a major problem, IT investigated alternative security solutions to reduce the amount of time required for infection cleanup. Their evaluations led to an on-site trial of Trend Micro™ Enterprise Security for Endpoints.

“The decision was made within the first two weeks of installing trial copies of Trend Micro Enterprise Security for Endpoints,” said Dave Burne, the information technology leader for Saint Elizabeth Health Care. “We instantly saw how much time could be saved at the technician level, in terms of the reduced efforts required for infections. It made absolute sense to switch to Trend Micro. And this was before we even evaluated the Trend Micro solutions for blocking spam.”

When Saint Elizabeth Health Care evaluated Trend Micro™ InterScan™ Messaging Security Suite, it became clear that standardizing on Trend Micro made sense. Therefore, they opted for the broader suite for a full spectrum of gateway to endpoint security—Trend Micro Enterprise Security Suite—which includes the endpoint solution as well as gateway and email server messaging protection. In fact the results of the evaluation of the suite were so positive that they decided to purchase two additional years of maintenance in advance, for three years in total.

“The strongest product offering on the market for spam protection has got to be Trend Micro InterScan Messaging Security Suite,” said Burne. “It is complimented by Trend Micro™ ScanMail™ Suite for Microsoft Exchange, which can filter internal mail and be a first stop for outbound filtering. [Both are included in Enterprise Security Suite.] With the combination of Trend Micro messaging security at the gateway and email server, our mail messages are absolutely clean, both inbound and outbound. Today, Trend Micro Enterprise Security Suite blocks 96% of email before it hits users’ inboxes.”

Convincing ROI Results

The chief information officer (CIO) and chief financial officer (CFO) at Saint Elizabeth wanted to understand how much money was being saved by the new security solutions. They asked IT to provide an ROI analysis. Since spam had previously impacted every computer user at Saint Elizabeth, IT focused on the ROI from the improved spam catch rates. In the past, each email user had been receiving 50 to 70 unwanted email messages per day.

“Trend Micro Enterprise Security Suite makes it easy to track the number of email messages being blocked at the gateway and at the email server,” said Burne. “We analyzed a year’s worth of results. Trend Micro spam protection is blocking almost 20,000,000 unwanted emails that wasted thousands of work hours per year for our employees. We calculated that Trend Micro Enterprise Security Suite pays for itself in less than one week. Where do you find ROI that quick for technology these days? You just don’t.”

Additional Results

Besides the savings gained by solving their spam problems, Saint Elizabeth has reduced the time required to deal with threat attacks from about 25 hours per week to about 20 minutes.

Bottom line, Trend Micro Enterprise Security Suite is saving time for every computer user at Saint Elizabeth.

Trend Micro Enterprise Security Suite is powered by the Trend Micro™ Smart Protection Network™ infrastructure—a next-generation innovation that combines sophisticated cloud-based reputation technology, feedback loops, and the expertise of TrendLabsSM researchers to give SEHC real-time protection from emerging threats.

“The decision to switch to Trend Micro was made within the first two weeks of installing trial copies of Trend Micro Enterprise Security for Endpoints. It made absolute sense once we measured its impact on our unwanted email traffic.”

— Dave Burne, Information Technology Leader,
Saint Elizabeth Health Care

DEPLOYMENT ENVIRONMENT

- 1 site
- 750–850 PCs and servers
- Trend Micro Enterprise Security Suite

Company Profile

Saint Elizabeth Health Care has been a trusted name in Canadian health care for more than a century. Today, an award-winning organization and not-for-profit charitable leader, our dynamic talent team of more than 4,500 nurses, rehab therapists and personal support workers delivers 3.8 million health care visits annually. Our staff are backed by a 24/7 best-practice clinical support network and work in a variety of home and community care settings. Collaboration and client-focused care are hallmarks of our values-driven culture.

Trend Micro Security

- Trend Micro Enterprise Security Suite
<http://us.trendmicro.com/us/products/enterprise/security-suite/index.html>

Trend Micro Enabling Technology

- Trend Micro Smart Protection Network
<http://www.smartprotectionnetwork.com>



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