



BJC Healthcare Deploys Trend Micro™ OfficeScan™ to Beat Viruses, Spyware, and Other Malware

BJC Healthcare encompasses 13 hospitals and more than 70 associated clinical care and administration sites. Government regulations and a dedication to patient privacy and excellence in care have led the non-profit organization to deploy the best possible security solutions to protect more than 17,000 PCs, laptops, and embedded systems.

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— Patrick D. Heisinger, CISSP,
Senior Technical Specialist,
Information Systems, BJC
Healthcare, St. Louis, Missouri

KEY BENEFITS

- Enjoy protection from numerous types of threats, such as viruses, spyware, and other malware
- Gain solutions built in at multiple points in the network, including desktops, laptops, and servers
- View and control all security functions from a central, Web-based console
- Automate cleanup of residual effects from any attempted attack
- Keep up with the changing nature of threats while minimizing overhead on the IT staff

Changing Threats, Regulations, and Patient Expectations

With a long history as a leading provider in Missouri and neighboring states, BJC Healthcare has seen dramatic changes in its business. To remain a world leader in an increasingly competitive and tightly regulated market, BJC Healthcare has relied on its IT organization to evolve a robust, agile infrastructure. The group's focus on security stemmed from compliance regulations such as The Health Insurance Portability and Accountability Act (HIPAA), which affect patient privacy, and also on the organization's commitment to best practices that streamline operations and contribute to the best possible patient care and overall experience.

BJC Healthcare originally chose to implement Trend Micro™ ServerProtect™ for server-level protection. When the organization set out to extend a consistent antivirus solution across all desktops and laptops, BJC Healthcare evaluated Trend Micro, Symantec, and McAfee solutions. Given that the non-profit company had to carefully weigh all IT resource allocations, maximized protection and simplified administration were top priorities.

High-Level Project Goals

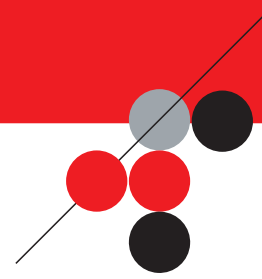
- Introduce a standard security solution extending maximum protection to all client systems
- Streamline installation, management, and updates to minimize required IT resources
- Provide centralized administration and reporting functions
- Automate as many security-related functions as possible

Why Trend Micro?

“Our evaluations of security vendors showed us that Trend Micro spent much less on hype-filled advertising and much more on producing high-quality solutions,” said Patrick Heisinger, the senior technical specialist that oversees security technology solutions at BJC Healthcare. “Trend Micro OfficeScan™ Client/Server Edition protects us from a broad range of threats and, as part of Trend Micro Enterprise Protection Strategy, has helped us address the complete lifecycle of threats throughout our infrastructure.”

OfficeScan Client/Server Edition builds in protection from viruses, Trojans, worms, hackers, spyware, and mixed-threat attacks. BJC Healthcare is upgrading servers from ServerProtect to the latest release of OfficeScan, which gives them a single-product solution across all servers and clients. The organization has enjoyed assistance from its Trend Micro Technical Account Manager (TAM), one of the benefits of its Premium Support coverage. Access to 24x7 support from a designated point of contact has





helped BJC Healthcare get the most value from its Trend Micro solutions. With help tailoring deployments to their unique needs and quickly resolving security-related issues, the IT staff has been able to minimize dedicated in-house resources without compromising the ongoing operation of its security solutions.

Automating the Removal of Malicious Code

BJC Healthcare also licenses Trend Micro Damage Cleanup Services, another component of Enterprise Protection Strategy. Damage Cleanup Services help decrease in-house staff overhead and reduce costs related to attacks by removing spyware, worms, virus remnants, and Trojans on corrupted clients and servers. The services also automatically repair any damaged system registries and memory. Together with OfficeScan, Damage Cleanup Services proactively manage the outbreak lifecycle—from vulnerability prevention, to automatic detection and reporting, to malicious code elimination.

Tracking Current Threat Trends

"Security threats have changed drastically," explained Heisinger. "Threats are not just coming from email sent by teenagers. We now see more attacks from profit-driven individuals leveraging the Web—con artists, sophisticated hackers trying to steal information, and organized phishing scams. We trust Trend Micro because they have kept up with the changes in the industry and offer us the tools we need to catch unwanted content and protect our operations from theft and disruptions."

As OfficeScan Client/Server Edition has introduced new capabilities, BJC Healthcare has been able to improve protection and simplify support for the overall deployment. For example, the integration of spyware protection recently allowed the IT group to eliminate what had become an expansive number of other anti-spyware solutions. The IT group is also evaluating the use of Trend Micro Network VirusWall™ Enforcer for protecting embedded systems. These abbreviated PCs are integrated into medical devices or systems, but are closed systems that do not support add-on software. Setting up an external solution can help eliminate vulnerabilities while maintaining the integrity of the system.

"Users are more savvy today, but we can only do so much to educate our employees and clinicians about every type of threat that they might encounter," summarized Heisinger. "Trend Micro OfficeScan and Damage Cleanup Services give us peace of mind that we are doing all we can to help them safely use email and other essential network resources."

Corporate Profile

BJC Healthcare • St. Louis, Missouri • www.bjc.org

BJC HealthCare is one of the largest nonprofit health-care organizations in the United States, delivering services to residents primarily in the greater St. Louis, southern Illinois and mid-Missouri regions. With net revenue of \$2.6 billion, BJC serves urban, suburban and rural communities and includes 13 hospitals and multiple community health locations. Services include inpatient and outpatient care, primary care, community health and wellness, workplace health, home health, community mental health, rehabilitation, long-term care and hospice.

Industry/Vertical: Healthcare • **Employees:** 25,000 • **Infrastructure:** 17,000 PC and laptop users (and many embedded PCs and mobile systems in point-of-care carts), 400 Windows servers, 150 UNIX/Linux servers, AS400s, and a mainframe; IPSec and SSL VPNs for remote users.

TREND MICRO PRODUCTS

Trend Micro™ OfficeScan™ Client/Server Edition

<http://www.trendmicro.com/en/products/desk-top/osce/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, visit our Web site at www.trendmicro.com.

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