

Customer Profile

Care New England Health System has 3 hospitals in Rhode Island with over 70 remote locations and 9,000 employees servicing the Massachusetts and Rhode Island area.

Industry

Healthcare

Challenges

Existing anti-virus solution did not meet the protection needs of Care New England. Upgrading to the newest version caused performance deterioration and had to be halted.

Kaspersky Solution

Kaspersky® Work Space Security

Results

- Premium protection within budget constraints
- System performance improvement
- Automated “rip and replace” process made implementation easy
- Reduced management time

Care New England Health System Improves Security Management with Kaspersky

Care New England Health System (CNE) was formed in February 1996 by founding members Butler Hospital, Kent Hospital and Women & Infants Hospital of Rhode Island. Based in Providence, Rhode Island, Care New England serves the southeastern New England community with more than 70 remote locations across Massachusetts and Rhode Island. With over 9,000 employees, Care New England Health System provides a spectrum of home health, hospice and private duty nursing services, as well as an array of rehabilitation, wellness, fitness and educational programs.

The Security Challenge

Care New England is dedicated to the advancement of medical education and research. As its user base has become more mobile, the challenge of providing robust protection on company assets while not on the company network has increased. Care New England needed the right technology in place to ensure that protection and productivity are maintained at a cost that was equal or less than their current budget. The protection of company and patient data, as well as regulatory compliance, requires protection that is both reliable and cost effective. In the Spring of 2008, Care New England began to reevaluate their malware protection. Keith Lee, Manager of End User Services, explained “We needed to provide protection for laptops when not on the company network, and we needed a more robust firewall than Windows XP provided.”

“We also needed a solution that would not impact the performance of our desktops,” continued Lee. “We needed a management system that reduced time by providing effective reports that easily identified the status or protection on each workstation.”

Assisted by GreenPages Technology Solutions, Care New England’s technology solution provider, an evaluation and assessment process was completed to determine what product would meet their protection needs. Kaspersky was quickly identified as a strong contender and a pilot program was initiated to fully test the solution.

“Not only did Kaspersky Lab’s solution come in under our budget but we also found that we were using less FTEs to manage our system than before. And reports are automatically emailed to management so that they understand the current state of our environment.”

Keith Lee
Manager, End User Services
Care New England Health System

“We determined during our pilot program that Kaspersky’s firewall would meet the protection needs for our mobile systems,” explained Lee. “Additionally, we found that many updates spread out over the day were less invasive than one update, resulting in better performance for our workstations.”

The Solution

Based on the assessment and pilot program performed, Care New England made the decision to purchase Kaspersky Work Space Security to protect their corporate and mobile workstations.

With Kaspersky Lab’s assistance in creating an automated removal script to remove the old vendor software and install the new software, Care New England began rolling out the solution to 4,500 workstations, starting with mobile users first. The implementation process went very smoothly.

According to Keith, “Not only did Kaspersky’s solution come in under our budget but we also found that we were using less FTEs to manage our system than before. And reports were automatically emailed to management so that they could understand the current state of our environment.”

The Results: A New Standard in Security

As a result of choosing Kaspersky Lab, Care New England Health System has many benefits:

- Premium protection that fits into an ever-shrinking budget
- Automated installation process, simplifying implementation and time to protection
- Enhanced management capabilities resulting in reduced management time, freeing up IT resources
- Customized and automated reporting designed to meet business needs
- Improved system protection and performance due to more frequent and smaller updates

Care New England Health System is extremely satisfied with their existing solution from Kaspersky Lab. So satisfied that they are letting area hospitals in on it!