



“Our PC speed has increased tremendously. When radiologists want their images on the screen, they don’t want to wait three seconds. Kaspersky resolved those issues.”

Erik Devine, Chief Security Officer, Riverside Healthcare.

▶ **PRESERVING SENSITIVE
DATA IN CRITICAL SOLUTIONS**



Riverside Healthcare is a multi-site healthcare service in Kankakee, Illinois. It operates as a not-for-profit professional medical centre, servicing around 350,000 patients each year. As a whole, the service provides facilities such as senior living, cancer treatment, specialised surgery, neurology and orthopaedic care.

The site is also home to 450 'guest workers' - a variety of doctors and other medical workers using the facilities. In total, there are around 2,400 employees and clients who serve as staff.

Protection of sensitive data is paramount. Patients' private medical records, along with credit card information, are integral to the organisation's workflow. A data breach of any kind could be a major catastrophe for Riverside, which operates within tight compliance parameters. Performance is key as even tiny delays could seriously impact patient health.

SATISFACTION CORRELATES TO INCOME

Patient satisfaction is absolutely critical to the success of Riverside Healthcare. Two major governmental services – Medicare and Medicaid – base their payments to Riverside on this metric. These payments represent an enormous proportion of the Riverside's income.

Commerce also plays a role, with on-site pharmacies and healthcare supplies offered in dedicated retail space. IT security is particularly crucial for this area, with confidential patient information and credit card data needing protection.

The catchment area for Riverside Healthcare is vast, over 80 miles in diameter. The facilities are located across three counties and over 300 physicians are part of the staff.

The specialities Riverside offer, are highly demanding; diabetes management, stroke care, neurosurgery, endocrinology, radiology, rehabilitation and rheumatology are among the services offered. The Emergency Department is designated as a Level II Trauma Centre, serving medical, surgical and traumatic emergencies.

COMPANY:

Riverside Healthcare

COUNTRY:

USA

INDUSTRY:

Healthcare

FOUNDED:

1960

NUMBER OF EMPLOYEES:

2,400

WEB ADDRESS:

www.riversidehealthcare.org/

CHALLENGE:

With increasing demands and more critical situations, Riverside needed to be assured that it would be on top of security threats, especially with growing staff numbers. When new machines and devices were used, the existing anti-virus (AV) system did not detect them. Many workers were dissatisfied, as the software was the cause of around 100 staff complaints every year due to it negatively affecting computer performance. Medical and credit card data needed higher protection for compliance and privacy reasons.

SOLUTION:

Six AV vendors were reviewed. Features assessed were encryption, application control and endpoint management. "I wanted more than just anti-virus" says Erik Devine, CSO of Riverside Healthcare. Kaspersky fulfilled all these needs, covering a wider area than its predecessor. The deployment consists of Kaspersky Endpoint Security for Business (Advanced); Kaspersky Security for Microsoft Exchange Servers and Kaspersky Security for Virtualization.

BENEFITS:

Far more malware was discovered using Kaspersky than under the previous AV system. The new range of functions has more flexibility, without impacting speed. In fact, end users reported a significant performance increase. Keeping technology free of delays is of course crucial to medical professionals depending on timely delivery of results in a life-or-death situation. New PCs and devices are detected and managed immediately.



A SMOOTHER AND SLICKER OPERATION

Riverside Healthcare has been served by Kaspersky's computer security solutions for almost a year. We have 250 Virtualized Servers, 400 Virtual Desktops and we have about 225 physical servers and approximately 2900 workstations. The 400 Virtual Desktops are our VDI platform for which we have purchased separate Kaspersky Security for Virtualization licenses.

A high rate of virtualization has been established due to the need for cost savings and simplified administration. Meeting all security needs, Kaspersky Security for Virtualization is deployed throughout the data centre.

A combination of advanced anti-malware, application and device controls and data protection, as provided by Kaspersky Security for Business, is critical in a healthcare environment with strict compliance rules on Protected Health Information data. Minimised impact on systems performance is essential where time-dependent devices are involved.

As independent healthcare professionals rent space from Riverside, Kaspersky's IT security is part of the service, covering their laptops and mobile devices. Feedback has been universally positive.

Updates do not pose an obstacle either, in contrast to the previous solution, which could take an entire day to make changes beneficial to security. With Kaspersky, changes now happen within half an hour. By the time an IT support ticket comes through, the results are realised.

“Not very resource intensive on the endpoints or on your data centre. I think those facts, along with the feature sets and the costs, make it an easy win for Kaspersky.”

Erik Devine, Chief Security Officer, Riverside Healthcare.



“We’re seeing better employee satisfaction because of less resources used by Kaspersky on their workstations, which equates to screens and applications loading quicker, while increasing our security footprint on endpoints. I find it very intuitive. We’re happy with the support, we’re happy with the account reps, we’re happy with the product itself.”

Erik Devine, Chief Security Officer,
Riverside Healthcare.



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KEEPING DATA AS CONFIDENTIAL AS POSSIBLE

There are complex obstacles to setting up VDI (Virtual Desktop Infrastructure), due to the stringency of regulatory frameworks covering the healthcare industry’s transfer of sensitive data - HIPAA (Health Insurance Portability and Accountability Act), the HITECH (Health Information Technology for Economic and Clinical Health) Act and Payment Card Industry (PCI) compliancy. Thankfully, Kaspersky Security for Virtualization provides the security needed for dataflow, which has seen Riverside establishing VDI in its Senior Living Center, with plans to expand the technology to the rest of the hospital.

The encryption capabilities of the Advanced tier of Kaspersky Endpoint Security for Business are of vital importance in an environment where personal information is a definitive component of the workflow. Flexible encryption is demanded to preserve patient confidentiality to its fullest and to ensure credit card processing operations are highly secure.

Physical theft of equipment can be a major concern with personal data, and Kaspersky’s full disk encryption covers hard disks and removable media. Riverside Healthcare depends on Kaspersky to secure protected health information data.

RESULT: Superior malware detection

Kaspersky’s solutions easily fell within budget. The security platform notices and prevents more malware than the previous AV solution. The diversity of the solution chosen by Riverside offers an eclectic range of services without sacrificing computer or device performance, a crucial demand where time is critical to a patient’s life.

With an eye on the future, Riverside Healthcare is embracing the mobile age and are now deploying the Kaspersky solution to around 400 mobile devices.

Another advance over the previous AV solution is how Kaspersky provides convenient, centralised control. Centralised administration covers anti-malware, encryption, MDM (Mobile Device Management), Application Control, Web Control and virtual machines.

For more information about Kaspersky products and services contact your account rep or visit www.kaspersky.com