

Healthcare System Switches to Agentless Trend Micro VDI Security

Trend Micro™ Deep Security maximizes the returns on virtualization investments with virtualization-aware protection and simplicity.

“Everyone else is at least 18 months behind Trend Micro, as far as securing virtual environments... Trend Micro is taking VDI security in the right direction.”

—Roland J. Anderson, Manager, IT Infrastructure Support Team, Baptist Hospitals of Southeast Texas

EXECUTIVE SUMMARY

Customer Name: Baptist Hospitals of Southeast Texas

Industry: Healthcare

Location: Beaumont, Texas

Web site: www.mhbh.org

Number of Employees: 3,000

CHALLENGE:

- Maximize the consolidation of server and endpoint hardware
- Minimize the time and cost of managing user sessions and desktops
- Maintain compliance with HIPAA and other healthcare regulations
- Align security with virtualization initiatives

SOLUTION:

- Switch to Trend Micro Deep Security for protecting virtual servers and endpoints

BUSINESS RESULTS:

- Better security on virtual platforms, compared to pre-existing endpoint security solution (fewer incidents)
- Excellent server performance, even during security scans or updates, with agentless security
- Automatic extension of security to all new virtual machines and user sessions
- Highly integrated security, leveraging VMware vShield APIs

Challenge

For more than 50 years, the Baptist Hospitals of Southeast Texas have served the communities of the “Golden Triangle.” In the dynamic world of patient care, the physicians and staff at these hospitals have a history of embracing change to drive continual improvements into the delivery of life-impacting services.

Last year, the technology team that supports the Baptist Hospitals’ infrastructure convinced management to invest in virtualization solutions that could ultimately drive down server and endpoint costs at both sites. Of course, as a healthcare organization, compliance with data privacy regulations is a major priority.

“Our existing endpoint security solution purportedly supported virtualized environments, but when we installed it on our VMware virtual servers, it brought the systems to their knees,” said Roland Anderson, manager of the IT infrastructure support team at Baptist Hospitals of Southeast Texas. “We needed a security solution that could protect the virtual layer and not impact server performance. McAfee’s solution had to be installed on each server and the footprint was too big to be practical.”

Solution

Besides virtualizing servers, Baptist Hospitals also wanted to introduce a virtual desktop infrastructure (VDI). The IT team turned to INX Inc., its technology consultants, to overcome the challenges of securing virtual servers and VDI endpoints. The virtualization experts at INX recommended a Trend Micro solution.

“Trend Micro is definitely the leader when it comes to securing virtualized environments,” said Michael Brown, senior virtualization consultant at INX. “The Trend Micro management consoles are very easy to use—very intuitive. Trend Micro Deep Security is a great product, right out of the box.”

Deep Security is the only security solution currently available that integrates with VMware’s vShield Endpoint Security (EPSEC) APIs. With true agentless virus protection that is automatically extended to each virtual desktop and server, Baptist Hospitals does not have to compromise on security, performance, or return on investment for its virtualization investments.

By leveraging the threat intelligence of the Trend Micro™ Smart Protection Network™ infrastructure, Deep Security provides sophisticated cloud-based reputation technologies, feedback loops, and the expertise of TrendLabsSM researchers to deliver real-time protection from emerging threats.



“Everyone else is at least 18 months behind Trend Micro, as far as securing virtual environments,” said Anderson. “We deployed Deep Security and that was it—it helped solve all of the performance problems we had with McAfee and the Trend Micro solution is easier to manage. Now we can move forward and deploy more VDI endpoints while maintaining compliance with HIPAA and other healthcare-related regulations. Trend Micro is taking VDI security in the right direction.”

Today, Baptist Hospitals has switched to Deep Security for its VMware servers and VMware View VDI environment. In the future, when its previous endpoint security solution licenses are up for renewal, the IT team plans to switch completely to Trend Micro™ Enterprise Security for an integrated virtual and traditional endpoint security solution.

Results

The immediate benefit from Deep Security has been improved security. “Our virtual environments are now very secure and stable, with no incidents,” said Anderson. “On the McAfee endpoints, there had been three or four security incidents involving viruses, malware, or spyware that were not blocked.”

With the critical security issues resolved by introducing Deep Security, Baptist Hospitals’ virtualization initiatives are moving forward. Approximately 90% of all applications are now deployed on virtual servers, and the organization plans to deploy about the same percentage of desktops.

“Our VMware servers and VDI platforms have allowed us to cost-effectively consolidate hardware,” said Anderson. “VDI is a good model for us since we have multiple shifts of employees that share desktop systems. Eventually we can give each employee access to their desktop from any endpoint. VMware View lets us support a single desktop image, which greatly simplifies the management of user sessions.”

Switching to Trend Micro VDI security has also simplified management for security. “Deep Security handles updates on a system level—and a single instance protects all of the virtual machines,” said Anderson.

Any VDI session or server application immediately benefits from Deep Security protection. Scans are performed in a serialized fashion, avoiding “AV storms” that would otherwise slow all of the virtual machines on the server.

“Baptist Hospitals now has a very cost-effective VDI model in place,” said Brown. “As the organization converts other departments from traditional PCs to thin clients, they can reduce long-term desktop hardware costs as well as ongoing cost of ownership for managing PC system software and security. We are seeing a huge increase in the number of organizations of all sizes that are migrating to VMware’s VDI platform—it makes sense considering the current economy where everyone is looking for ways to reduce costs.”

“No one can come close to Trend Micro, in terms of integration with VMware... Trend Micro Deep Security is a great product, right out of the box.”

—Michael Brown, Senior Virtualization Consultant,
INX Inc. (technology partner, Baptist Hospitals of Southeast Texas)

DEPLOYMENT ENVIRONMENT

- 2 sites
- 100 servers; 2,100 PCs
- 1,000 VDI sessions, with plans to virtualize 90% of endpoints
- VMware ESX servers (Cisco hardware)
- VMware View
- VMware vCenter
- Trend Micro Deep Security

Customer Profile

The Baptist Hospitals of Southeast Texas are not-for-profit, community-owned, health care facilities with spiritual values, dedicated to providing high quality health services in a Christian environment. With hospitals in Beaumont and Orange, the Baptist Hospitals are affiliates of the Memorial Hermann Healthcare System. Leading-edge research capabilities and state-of-the-art technology help the physicians at Baptist Hospitals provide superior patient care and rank the hospitals among the leaders in the healthcare field.

Partner Profile

INX Inc. is a leading U.S. provider of IP communications and data center solutions for enterprise organizations. INX offers a suite of advanced technology solutions focused around the entire lifecycle of enterprise IP network communications and data center infrastructure. Services are centered on the design, implementation, and support of network infrastructure, including routing and switching, wireless, security, unified communications, and data center solutions such as storage and server virtualization. Customers include enterprise organizations and federal, state, and local governmental agencies. Additional information about INX can be found at www.inxi.com.

Trend Micro Security

- **Trend Micro Deep Security**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/virtualization/deep-security/index.html>

Trend Micro Enabling Technology

- **Trend Micro Smart Protection Network**
<http://us.trendmicro.com/us/trendwatch/core-technologies/smart-protection-network/>



© 2011 Trend Micro Incorporated. All rights reserved. All Trend Micro company, product and service names and slogans are trademarks or registered trademarks of Trend Micro Incorporated. Other names and marks are the property of their respective owners.
CS_BAPTISTHOSP_DS_VDI_MAY2011
www.trendmicro.com