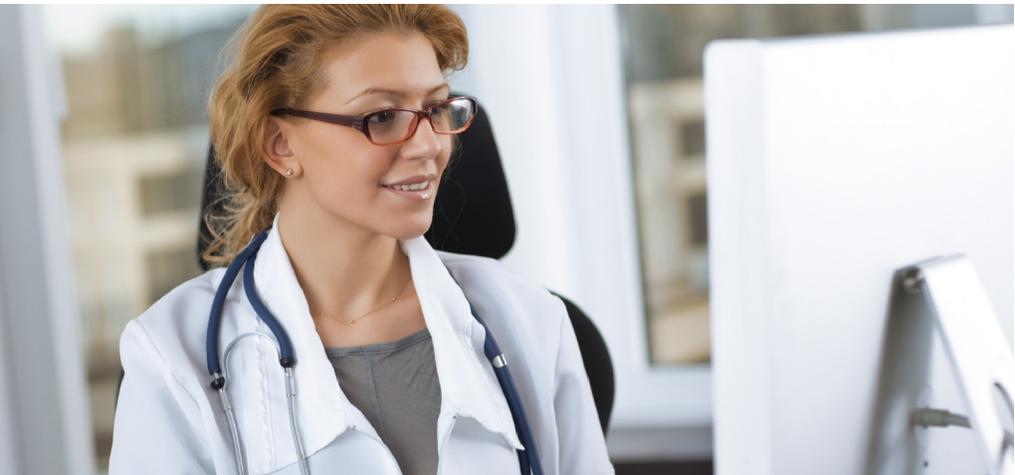


Englewood Hospital and Medical Center

Hospital Protects Against Cyberthreats, Reduces Costs, and Achieves Compliance with Managed Security Services

Englewood Hospital and Medical Center wanted an efficient, cost-effective option for IT security monitoring and management that matched its high standard of clinical excellence. After rigorous, six-month analysis of options, EHMC signed a three-year Symantec Managed Security Services (MSS) contract. The IT team felt Symantec understood the healthcare space. The decision frees EHMC internal security staff for higher-value work and takes advantage of the expertise Symantec gains from its 24x7 global security monitoring operations.



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Ron Fuschillo
Vice President and Chief Information Officer
Englewood Hospital and Medical Center

Realism in the face of increasing regulatory challenges

Information technology plays an increasingly important role in the management and delivery of healthcare services. As a result, IT operations and security has become a complex and daunting task potentially impacting staff and, ultimately, patient care. To protect operations and comply with rigorous compliance regulations designed to protect



ORGANIZATION PROFILE

Site: www.engagewoodhospital.com

Industry: Healthcare

Headquarters: Englewood, New Jersey

Employees: 2,200

KEY CHALLENGES

Englewood Hospital and Medical Center wanted an efficient, cost-effective option for IT security monitoring and management that matched its high standard of clinical excellence.

SOLUTION

The organization evaluated internal and external options and turned to Symantec for a three-year Symantec Managed Security Services contract.

BUSINESS BENEFITS

- Frees internal security staff for higher-value work while managed security services achieve advanced security oversight
- Gains from 24x7 global monitoring overview and expertise of Symantec Security Operations Center
- Takes advantage of extensive Symantec healthcare experience and involvement
- Increases proactive security with intrusion monitoring and prevention in addition to log monitoring and analysis
- Reduces security-related storage costs and enhances compliance

SYMANTEC PLATINUM PARTNER

Prevalent Networks

patient data, healthcare IT must continually safeguard the network from cyberthreats, organized digital crime, and identity thieves. IT executives are ultimately responsible for protecting these assets, and organizations both large and small are holding IT leaders personally accountable for compliance. IT leaders are rising to this challenge, but are facing an onslaught of increasingly sophisticated cyber criminals.

New Jersey-based Englewood Hospital and Medical Center is a 520-bed acute care hospital affiliated with Mount Sinai School of Medicine in New York. With 2,200 full time staff members including 1,100 physicians, the Medical Center takes its responsibility for protecting patient information from cybertheft or disruption seriously.

Choosing the best way to secure the network

Ron Fuschillo took the reins as EHMC's vice president and chief information officer in June 2010. At that time, the IT team was using Cisco Security Monitoring, Analysis and Response System (Cisco Security MARS) to protect the network.

"As EHMC began to expand to meet patient demand, we required a system that could better accommodate our growing facility," says Fuschillo. He teamed up with Neville Lee, director of IT infrastructure with 18 years under his belt at EHMC, and Prevalent Networks, a Symantec Platinum Partner and compliance and risk management technology company. Together they examined a host of different solutions to protect endpoints, perform log shipping, and secure the network from cybercrime. Nothing was off the table. "Everything was considered," says Fuschillo. "We analyzed it all, seeking an efficient, cost-effective security solution that would allow us to allocate resources to other high priority tasks, while still providing an advanced level of oversight of cyberthreats."

Outsourcing network security to an experienced provider

Although they were already satisfied Symantec Control Compliance Suite, Symantec Endpoint Protection (SEP), and Symantec mail security customers, Fuschillo did not automatically turn to the vendor for help. "We were very selective," he says. "We did the due diligence to make sure we had the right partner." It was the tour of Symantec's Security Operations Center (SOC) that sealed the deal.

"Symantec's was one of the more impressive site visits we had," Fuschillo notes. "We met with the company's team and senior leadership. They were hands-down better than the other competitors." With Symantec's Global Intelligence Network monitoring one-third of the world's email, the amount of data the system can compile means threats can be identified quickly. "There were a lot of wow moments regarding the way they actually aggregate the data. It was extremely comprehensive. The procedures in place to identify outbreaks—to actually go from 'It looks like something' to 'It is something'—were very impressive."

Lee concurred. "The technology and information on the network operations center (NOC) side was very impressive," he observes. "There was a better ratio of technicians and engineers to clients compared to the other vendors." In addition, Lee liked the fact that the infrastructure is monitored 24x7 by one group that can become intimate with the environment. "They're familiar with our environment, there's no need for ramp-up time. If something odd happens, they're apt to identify it quickly."

Fuschillo was also impressed by Symantec's strong focus on the healthcare sector. "They understood healthcare, including the challenges the industry is facing today. They are very committed. A few of the other competitors said they knew the healthcare space, but they were simply not as committed—that was clear." For example, Fuschillo cites that competitors didn't have a separate division with a clear road map dedicated to healthcare, whereas Symantec "understood the lingo and was able to get down to the uniqueness of our industry. They really understood HIPAA, which resonated with our core mission. Protecting the privacy of our patients is a priority, and Symantec has a very clear understanding of that."

Symantec's 24x7 network operations center also provides twice the coverage. Not only is Symantec now examining and retaining logs for EHMC, but they are also able to identify nascent attacks early. In other words, EHMC now has a capability in place that helps them identify intrusions while they are still young and before they can cause much harm. With Prevalent's help, EHMC implemented the solution in record time—within a week—in December 2013. "We were very motivated," notes Fuschillo.



“When we looked at what it would cost us to store (security) logs, Symantec was definitely a better option. They store and keep the logs for three years. That made the decision extremely easy.”

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Comprehensive protection, cost savings, and a sigh of relief

By contracting with Symantec for Managed Security Services, EHMC not only gained comprehensive security coverage, but also benefitted from the cost-saving solution. According to Fuschillo, Symantec’s storage policies were one key consideration. “When we looked at what it would cost us to store these logs, Symantec was definitely a better option. They store and keep the logs for three years. That made the decision extremely easy.”

The team is also pleased with the granularity of protection, including retroactive analysis. Symantec is able to detect potential cyberthreats within hours, which is critical when every minute counts.

The constant coverage was another incentive for EHMC to upgrade its current system. “We looked at more advanced logging solutions, but they didn’t make sense because they weren’t 24×7. It became

obvious that the best option was to bring on a security management team that could provide non-stop service. Our hospital is a 24×7 operation and round-the-clock protection is non-negotiable.”

The greatest benefit of all, according to both Fuschillo and Lee, is considerable peace of mind. “By outsourcing our security, our network and patient privacy is protected, while we remain fully compliant for the next audit,” says Fuschillo.

Small, smart, and powerful

In the end, EHMC reduced cost and complexity and mastered their compliance requirements by outsourcing their security needs. Matt Carey, the Symantec sales account representative who guided the engagement, goes further. “EHMC is a great example of a healthcare provider understanding the regulatory challenges ahead and how to effectively tackle those challenges,” he observes. Fuschillo echoes that sentiment. “EHMC is thrilled its staff and patients will benefit from the sophistication and robustness of Symantec Managed Security Services,” he says.

For more information:

Contact your local Symantec Sales Representative or Business Partner, or please visit:

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