

Hosted Service Simplifies Compliance for Healthcare Company

Trend Micro™ Hosted Email Security with Trend Micro™ Hosted Email Encryption transparently protects PHI and blocks threats in the cloud.

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—Chris Palipchak, Director of IT, Quality Life Services

EXECUTIVE SUMMARY

Customer Name: Quality Life Services

Industry: Healthcare

Location: Butler, Pennsylvania

Web Site: www.qualityliveservices.com

Number of Employees: 1,000

CHALLENGE:

- Reduce the impact of rapidly increasing amounts of spam coming onto the infrastructure
- Protect sensitive patient data, including information in emails
- Simplify security management without compromising security
- Introduce email encryption to be compliant with the latest HIPAA and other regulations

SOLUTION:

- Bring email in-house, protected by Trend Micro™ ScanMail™ for Microsoft® Exchange
- Add-in Trend Micro Hosted Email Security, with Trend Micro Hosted Email Encryption
- Introduce Trend Micro™ Enterprise Security for Endpoints

BUSINESS RESULTS:

- Reduced IT time required to manage security
- Simplified compliance, without impacting users
- Increased employee productivity by blocking spam before it hits the network

Challenge

The doctors, nurses, and administrators at Quality Life Services provide a full array of total life services to the residents of nine nursing homes and retirement communities. Services are also provided to the community, with many in-home programs helping to enhance the lives of local families.

The technology team at Quality Life Services must provide a cost-effective, reliable infrastructure to employees while also safeguarding patients’ Protected Health Information (PHI) in compliance with Health Insurance Portability and Accountability Act (HIPAA) legislation and other healthcare industry regulations.

“When I first came to the company, one of my top priorities was to improve the security solutions in our environment,” said Chris Palipchak, director of IT at Quality Life Services. “My staff was quick to tell me about all of the problems supporting the solutions from another leading vendor. It seemed it was doing more harm than good—we had infections, and the security solutions themselves created intermittent issues with some of our workstations.”

Solution

Changing Vendors

Based on his personal experiences at other companies, the IT director introduced Trend Micro solutions across all Quality Life Services sites. “I’ve always been an advocate of Trend Micro,” said Palipchak. “So we switched to Trend Micro Enterprise Security for Endpoints, and not only was the IT team happy but our end users were also pleased. The best thing about Trend Micro is transparency—users don’t know it’s there except when they get a nice message telling them that they have been protected and no action is required. We have had no viruses or any piece of malware spreading on our network since we switched to Trend Micro.”

Getting started with ScanMail

Switching to Trend Micro has allowed Quality Life Services to evolve its security solutions along with the company’s infrastructure. When IT introduced an on-site email server (taking control back from its ISP), Trend Micro ScanMail for Microsoft Exchange was added to block email-based threats.

Trend Micro endpoint and email security solutions are powered by the Trend Micro™ Smart Protection Network™ infrastructure. The cloud-client security architecture of the software products delivers maximum protection from emerging threats while minimizing the cost and complexity of security management.

Adding-in Trend Micro Hosted Email Security with Trend Micro Hosted Email Encryption

Spam had been increasing at an alarming rate and comprised more than 80% of the company's incoming message traffic. Quality Life Services needed to improve email security performance while also introducing a user-friendly email encryption scheme that could meet HIPAA compliance requirements.

Trend Micro solutions now help Quality Life Services stop spam and remain compliant with healthcare regulations relating to electronic data. "When e-discovery laws and HIPAA requirements mandated encryption for any type of electronic data containing PHI, I started looking for an email encryption solution," said Palipchak. "That was when I discovered the Trend Micro Hosted Email Security and Trend Micro Hosted Email Encryption services. We ran the trial, and were really happy with the solution not only for encrypting email but also for blocking spam before it reaches our network. The Trend Micro hosted solution also encrypts all communications from mobile users while they are in transit—a HIPAA requirement—without requiring that we add another security solution."

The Trend Micro hosted service is shielding the network from this unwanted email load. "This was our first experience with a hosted solution," said Palipchak. "We couldn't believe how well Hosted Email Security and Hosted Email Encryption worked, and we've been astounded by the outcome. We didn't hesitate to license the solution. Now, it's great to have both hosted email security and encryption under one umbrella—including protection for mobile users. ScanMail Suite for Microsoft Exchange also continues to protect us, giving us content filtering and antivirus functions for all of our inner-office email communications."

Results

The latest enhancement to Quality Life Services' security solution was easy to justify. "When I explained that it meets healthcare industry requirements—and that a single compliance violation can cost \$200,000—our CFO was sold on Trend Micro Hosted Email Encryption," said Palipchak.

The solution does not force IT to rely on end users to ensure that emails with PHI are encrypted; policy-based encryption automatically enforces compliance requirements. "I've worked with other encryption solutions, where you need passcodes and decryption software to receive encrypted messages—they are a hassle and too much for any end user to bear," said Palipchak. "The ease of use with Trend Micro Hosted Email Encryption is amazing. No passcodes or special software—it just works and there is no user training required. My end users couldn't be happier."

Hosted Email Encryption appears as a rule action in Hosted Email Security, giving Quality Life Services a single, easy-to-manage solution without the expense of additional on-site hardware or software. "With Trend Micro Hosted Email Encryption, it's all good—we know we are protected and compliant, and we have increased the health of our network and email server," said Palipchak. "Since adding encryption with the hosted solution, we've actually reduced our IT time required for email security. Now we might spend 5 or 10 minutes a week addressing a user report about a message that wasn't received, and in most cases the problem usually stems from someone misspelling an email address. It's a great solution, and we are really pleased."

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DEPLOYMENT ENVIRONMENT

- 13 sites, including corporate offices and data center
- Approximately 400 PCs and servers
- Trend Micro Enterprise Security for Endpoints
- Trend Micro ScanMail for Microsoft Exchange
- Trend Micro Hosted Email Security
- Trend Micro Hosted Email Encryption

Company Profile

Quality Life Services unites a family of nursing homes to promote ethical, innovative, professional, and compassionate care within a homelike environment that nurtures the physical, social, emotional, and spiritual needs of our residents, families, staff, and the community. Quality Life Services works as a team to improve services and expand opportunities.

Trend Micro Security

- **Trend Micro Enterprise Security for Endpoints**
<http://us.trendmicro.com/us/products/enterprise/security-for-endpoints/index.html>
- **Trend Micro ScanMail for Microsoft Exchange**
<http://us.trendmicro.com/us/products/enterprise/scanmail-for-microsoft-exchange/index.html>
- **Trend Micro Hosted Email Security**
<http://us.trendmicro.com/us/solutions/hosted-security/hosted-email-security/>
- **Trend Micro Hosted Email Encryption**
<http://us.trendmicro.com/us/solutions/hosted-security/hosted-email-security/encryption/index.html>

Trend Micro Enabling Technology

- **Trend Micro Smart Protection Network**
<http://www.smartprotectionnetwork.com>

