

Markham Stouffville Hospital Lowers the Cost of Healthcare with Kaspersky

Customer Profile

Markham Stouffville Hospital has two sites, 275 physicians and 1,700 staff serving a multi-town Canadian community of over 300,000 people

Industry

Healthcare

Challenges

Existing anti-virus solutions were allowing infections to occur resulting in productivity loss. Upgrading to the newest version caused performance deterioration and the upgrade had to be stopped.

Kaspersky Solution

Kaspersky®
Enterprise Space Security™

Results

- Significant cost reduction
- Improved protection from virus infection
- System performance improvement
- Automated update process made upgrading a non-event

Markham Stouffville Hospital is a progressive multi-site community hospital with leading diagnostic services and medical and surgical care focused on patient needs in this rapidly growing communities. Markham Stouffville serves communities through two fully-accredited hospitals, one at the Markham Site and the other at the Uxbridge Site.

The hospital's 275 physicians and 1,700 staff make it the centre of progressive community care for the residents of the towns of Markham, Whitchurch-Stouffville and Uxbridge and includes a catchment area of 300,000 people.

The Security Challenge

Markham Stouffville Hospital is recognized for great patient care, caring for over 15,000 patients this past year. Putting the right technology in place to ensure that protection and productivity are maintained at a cost that does not contribute to the high cost of healthcare is also a major concern. The protection of the hospital and patient data, as well as meeting regulatory compliance statutes, requires protection that is both reliable and cost effective.

In the Fall of 2008, the hospital began to reevaluate their malware protection. Tim Pemberton, Director, IT & Communications, explains "the upgrade process of their current vendor was causing serious performance deterioration and the upgrade had to be stopped. Our maintenance was up for renewal soon and we had to either renew or get something else."

During a meeting of the Canadian Medical User Group (CMUG), a consortium of 30 hospitals, Nexx Generation Security Solutions, Markham Stouffville's IT partner, presented Kaspersky Lab as a higher performing, lower cost solution for malware protection.

"We looked at three or four AV vendors," explains Tim. "While we did not have time to do an extensive trial, we loaded Kaspersky on several machines. Kaspersky immediately began finding infections that our current vendor had not identified." With over 1,100 PC's to protect, Markham Stouffville Hospital was also very concerned with the ease of the installation process.

“We deployed on the PC side first. With the help of our partner, the installation went surprisingly well. It was easier to upgrade to Kaspersky than to update to the newer version of our current vendor. It was a non-event!”

*Tim Pemberton
Director, IT & Communications
Markham Stouffville Hospital*

Simplicity of management, minimal impact on system resources, and high anti-virus detection rates were key selection criteria. Because of the number of legacy systems, a major issue was CPU memory usage both in real-time and during system scanning. After evaluating and pilot-testing 12 packages, the final three choices came down to Symantec, Trend Micro, and Kaspersky Lab, with Kaspersky winning hands-down!

The Solution

“We deployed on the PC side first. With the help of our partner, the installation went surprisingly well,” says Tim. In fact, using the automated installation features of Kaspersky, Markham was able to remove the current vendor’s software and install Kaspersky successfully on 1,100 machines in two days! Out of 1,100 PC’s only 15 had to be addressed manually. That’s a 99% success rate! “It was easier to upgrade to Kaspersky than to update to the newer version of our current vendor. It was a non-event!”

The hospital is happy with Kaspersky’s management console. Additionally, now that the installation is complete, signature updates happen automatically, once per hour, so that machines do not get out of date.

The Results: A New Standard in Security

As a result of choosing Kaspersky Lab, Markham Stouffville has enjoyed many benefits:

- Improved Protection
- Easy Installation
- Performance Enhancements
- Cost Reduction

Kaspersky Lab has provided a great deal of benefit to the Markham Stouffville Hospital and they are sharing their success with other area hospitals.