



## Borgess Health Alliance Protects Life-Critical Systems with Trend Micro™ Network VirusWall™ 300

### PRODUCTS

**Trend Micro™  
Network VirusWall™ 300**

“We use Network VirusWall 300 appliances to protect our critical mobile cardiac ultrasound devices from network interruptions that could put patients’ lives at risk. We may also use Network VirusWall 300 to protect the transfer of data from our physicians’ wireless handheld devices.”

Joe Callen,  
Systems Administrator,  
Computer Sciences Corporation  
Ascension Health Account

As a leader in advanced cardiac care, Borgess Health Alliance proactively implemented Trend Micro Network VirusWall 300 appliances to protect its mobile cardiac ultrasound units against malicious attacks from network worms. The healthcare group selected Trend Micro Network VirusWall 300 appliances for their non-invasive implementation requirements, and delivery of comprehensive protection against threats. These appliances are keeping the devices—which determine if life-threatening medical problems exist—fully available whenever a patient is in need.

Borgess Health Alliance, based in Kalamazoo, Michigan, delivers a complete continuum of healthcare services to over one million people. Borgess Medical Center has been designated a UnitedHealth Premium Cardiac Specialty Center, acknowledging it as a leader in the provision of heart care. Key to the Alliance’s delivery of premium services is its Information Technology organization’s ability to keep all elements of medical equipment free from Internet attacks.

Joe Callen, Systems Administrator for Computer Sciences Corporation Ascension Health Account, explained, “We’ve heard of other medical centers suffering from network worm problems. We try to be as proactive about antivirus protection as possible.”

He elaborated, “We have ten Philips cardiac ultrasound machines, which are based on the Microsoft™ Windows™ XP Embedded operating system, and we didn’t want anything to get close to affecting the ability of these devices to capture echo-cardiograms. You can imagine

### THE ADVANTAGES OF TREND MICRO

#### Global Innovation

Trend Micro has been a pioneer in the antivirus software market since 1988, developing innovative strategies to protect information as new computing standards are adopted around the world.

#### Server Market Leadership

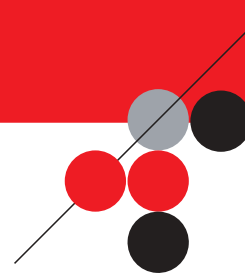
With the leading market share at the Internet gateway, Trend Micro is the global leader in server-based antivirus software (IDC Report: Antivirus Software 2002: A Segmentation of Market).

#### Flexible, Best-of-Breed Technologies

Trend Micro antivirus products and services are designed to integrate seamlessly with leading firewalls, intrusion detection systems, and other best-of-breed solutions for the complete enterprise strategy.

#### Services and Support

Trend Micro products and services are backed by TrendLabs, a global network of antivirus research and support centers. TrendLabs monitors potential security threats worldwide 24x7 and develops the means to identify, detect, and eliminate new viruses.



that if a cardiac ultrasound machine caught a virus, all of the CPU time could be absorbed, which would prevent the machine from recording the patient's data. While we've never had an infection in these devices to date, we know of other hospitals that have been hit, and we couldn't risk it to happening to us."

Trend Micro Network VirusWall 300 appliances can protect network connections to critical devices that do not easily accommodate software or server-based antivirus solutions. Specifically, they block and contain problems by using threat-specific prevention policies. Packets with known virus signatures can be stopped by Trend Micro Network VirusWall 300 appliances. Plus, infections on Windows-based systems can be cleaned up with Trend Micro™ Damage Cleanup Services.

"Trend Micro Network VirusWall 300 was the only solution that would comprehensively block network-based viruses without requiring any kind of modification to the machine's existing operating system," observed Callen.

He noted, "Our basic network is a mix right now, but we are in the process of switching it over to being wholly based on Cisco devices, and I was concerned about the integration of an antivirus solution into this environment. However, I felt reassured when I spoke to another company that relies on Trend Micro antivirus solutions. It recommended Trend Micro solutions as being easy to integrate with good support and an excellent track record of protecting the infrastructure from threats."

Because the cardiac ultrasound units are mobile devices, Callen implemented Trend Micro Network VirusWall 300 devices on a one-to-one basis. He mused, "The implementation was extremely straightforward and simple, and required very little configuration. The ongoing management of these appliances is virtually hands-off. They just send me emails with all of the data I need."

Trend Micro Network VirusWall 300 appliances have proven effective in protecting more than just the cardiac ultrasound units. Callen explained, "In a couple of cases, people have tried to connect infected laptops to our network and the Trend Micro Network VirusWall 300 appliances flagged these devices as contaminated. I was impressed by the way that they proactively alerted us of this threat."

He added, "Last week, our Trend Micro Network VirusWall 300 appliances picked up on a mistake that one of our contractors made when our secure network was accidentally connected to a DSL router and directly exposed us to the Internet! The appliances alerted us to this problem immediately, which saved us from being infected by the latest worms."

"Trend Micro Network VirusWall 300 appliances are very successful at protecting our critical mobile cardiac ultrasound devices' operation without interruptions and risk to patients' lives," said Callen. "We're currently looking into using them to protect the transfer of data from the physician's wireless handheld devices."

#### SERVICE AND SUPPORT EXCELLENCE

Proactive service, rapid response, and customized solutions are among the many reasons why the Trend Micro Premium Support Program is the first program from an antivirus vendor to receive the prestigious Support Center Practices Certification. Other highlights of the Premium Support Program include expertise and knowledge that Trend Micro's highly trained and certified Technical Account Managers offer customers.

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