

Stillwater Medical Center

Summary

Stillwater Medical Center (SMC), Stillwater, OK, is a 117-bed acute care hospital with an additional dozen locations and more than 1,000 employees.

Number of Users:

1,000+

Challenge:

To replace an unstable antivirus solution that was causing system crashes while failing to protect workstations against malware.

Solution:

VIPRE resolved SMC's antivirus woes with real-time malware detection, email and remote user protection, and easy management.

Rock-Solid Reliability: Oklahoma Hospital Finds a Cure to Its Antivirus IIIs with VIPRE

Healthcare organizations handle enough responsibilities without having to worry about whether their antivirus software is working. Unfortunately, that is precisely what was happening at the Stillwater Medical Center (SMC) in Stillwater, OK, when the 117-bed acute care hospital's antivirus vendor released a major upgrade that turned into a nightmare.

Technology upgrades are supposed to improve a product, but in this case the cure was worse than the illness. "The vendor had decided to outsource its antivirus upgrade to a product we felt was totally unready for production. It was overtaxing our computers and leaving us improperly protected from malware," says Clifford Hanks, senior network engineer at SMC's IT department.

"We are very satisfied with VIPRE and consider it to be the most reliable and cost-effective antivirus product we've used to date."

"The main problem with the product was that it required too much of the host's resources to run, which caused or contributed to many system crashes," recalls Hanks, who has worked at SMC for more than 20 years and is responsible for antivirus protection.

He worried the erratic antivirus tool eventually would allow a security breach, potentially exposing sensitive information, so he decided it was time to find a replacement. Data privacy concerns are especially critical for healthcare providers, which are highly regulated by federal laws such as HIPAA (Health Insurance Portability and Accountability Act).

VIPRE to the Rescue

A sales rep at ThreatTrack Security heard about SMC's endpoint protection challenges and suggested that Hanks try VIPRE, an all-in-one solution that includes real-time malware scanning, firewall protection and web filtering.



Hanks agreed to check out VIPRE. "We had tried several other vendors' products but they all had a tendency to fail and bring down the entire network when they did," he says.

He started researching VIPRE and was pleased with what he learned. "We looked at antivirus product rating websites and were surprised to see VIPRE listed highly on several of them."

He found that VIPRE had a solid track record and delivered the features SMC needed. And then there was the price. "The initial price quote for VIPRE was so much better than all the other products, so VIPRE immediately won out," Hanks says.

Once the decision was made to select VIPRE, SMC wasted no time in deploying the software at its Stillwater facility and a dozen other locations throughout north central Oklahoma. In all, more than 1,000 employees and in excess of 250 servers started using the antivirus solution.

Real-Time Scanning a Priority

High on the list of antivirus priorities for SMC was configurable real-time scanning, email protection and easy management, all of which VIPRE delivers. "From a management viewpoint, there's not much to do," says Hanks.

"I get weekly reports of infections found by each computer and email alerts for real-time detections."

Real-time detection is essential because the quicker a piece of malware is found and isolated, the less likely it is to cause damage. After the implementation, Hanks says VIPRE quickly proved its worth by blocking a number of potentially harmful payloads. "Since VIPRE has blocked quite a few

Trojan downloaders, I have no doubt it has prevented several incidents in the making," Hanks asserts.

In addition to keeping endpoints and servers safe from assorted malware threats, VIPRE protects the machines of SMC's mobile users and telecommuters. That way, their devices stay virus-free and don't end up inadvertently infecting the network when connecting with it.

VIPRE makes this possible through its "Road Warriors" policy template, which allows SMC to create security policies specific to laptop and remote users. The template employs remote agents to check for virus signature updates, preventing remote and mobile users from getting exposed to new malware variants.

One Last Hurdle

While the VIPRE installation was problem-free, SMC still had to wrestle with its previous antivirus tool because it wouldn't uninstall automatically. "It required manual removal and reboots to remove it, so we ran a mixed environment of the previous vendor's product while we rolled out VIPRE.

Once the roll-out was fully completed, then we completely removed the existing tool," Hanks says.

Since then, he says, SMC has encountered far fewer problems with its workstations and enjoyed better performance.

"We are very satisfied with VIPRE and consider it to be the most reliable and cost-effective antivirus product we've used to date."

About VIPRE

VIPRE is the highest-rated, award-winning internet security product for home users and businesses. It is powered by the world's most sophisticated security technologies that protect millions of users from today's top online threats, including ransomware, Zero-days and other malware that easily evades traditional antivirus.

Backed by cutting-edge machine learning, one of the world's largest threat intelligence clouds and real-time behavior monitoring, VIPRE deploys in minutes to deliver unmatched protection without slowing down PCs. All VIPRE customers receive free U.S.-based technical support.