

Ministry of Health Boosts Security with Data Loss Prevention

Kuwaiti healthcare centers speed time to protection with the latest Trend Micro™ OfficeScan™ enhancements.

“USB device control features and Active Directory integration give us more control and make our jobs easier. Scan performance is also a major improvement—the new OfficeScan has reduced scan times by 50-60%.”

— Hussain Eidan, Operation Manager, Information Systems Department, Ministry of Health, Government of Kuwait

EXECUTIVE SUMMARY

Customer Name: Ministry of Health, Government of Kuwait

Industry: Government

Location: Kuwait

Web site: www.moh.gov.kw

Number of Employees: 100,000+

CHALLENGE:

- Protect patient data and proprietary research results
- Tailor security to allow different user groups to define appropriate security policies
- Minimize the management of security, and maintain central control

SOLUTION:

- Switch to Trend Micro™ Enterprise Security
- Upgrade to the latest release of Trend Micro™ OfficeScan, including Data Loss Prevention plug-in

BUSINESS RESULTS:

- 50-60% performance improvement, for reduced security overhead and faster time to protection
- Improved network utilization with intelligent update servers
- Improved data protection posture, with the ability to track, block, and flag inappropriate usage of data
- More defined, consistent security policies with the flexibility to adjust security controls when appropriate, based on sensitivity of data at each site
- Simplified management, with centralized dashboard that increases visibility for security incidents

Challenge

Kuwaiti citizens enjoy some of the best healthcare in the Gulf region, with services delivered by the Ministry of Health at approximately 90 primary healthcare centers, hospitals, and specialty centers. To block malware and other security threats, the infrastructure was protected by solutions from two leading security vendors. However, a few years ago, the Ministry's Information Systems Department was not satisfied with the security products in place.

“Rolling out the previous software, maintenance, and support were not at the level we expected,” said Hussain Eidan, Operation Manager, Information Systems Department, Ministry of Health, Government of Kuwait. “When we started getting a lot of calls about infections, we began to think about switching security vendors.”

As a healthcare provider, the Ministry has the responsibility of protecting patient privacy. “Our main security strategy is focused on protecting our data—it is crucial that we protect personal patient information from leaks and hacking. These are our main challenges. We also have research and study teams in the organization, and must protect the data associated with their work.”

Solution

Dissatisfied with the level of protection and management complexity, the Ministry of Health's technology team set out to find a better security solution. After researching and testing the various security products on the market, they switched to Trend Micro Enterprise Security solutions.

“We found that Trend Micro was best for our environment, and our evaluation results were also supported by recommendations from consultants that we respect,” said Mr. Eidan.

Today, the Ministry of Health's infrastructure is protected by Trend Micro Enterprise Security for Endpoints, including the flagship product Trend Micro OfficeScan. Trend Micro Enterprise Security products and services are powered by the Trend Micro™ Smart Protection Network™ infrastructure that delivers advanced protection from the cloud. Threats are blocked in real-time, before they reach hospitals or healthcare centers. The bulk of ever-growing pattern files are kept on central scan servers rather than individual endpoints, keeping the agent footprint small and reducing the need for frequent updates.

“As a critical arm of the Kuwaiti government, the Ministry of Health is tasked with keeping the nation healthy,” said Mr. Eidan. “The IT infrastructure of the ministry is amongst the best in the region and Trend Micro OfficeScan is crucial to our security.”

Recently, the Ministry participated in the beta testing of the newest release of their endpoint solution. “OfficeScan, with Smart Protection Network, gives us a very strong solution that includes in-the-cloud reputation checking,” said Mr. Eidan. “The latest release of OfficeScan

is one of the finest products from Trend Micro, to date. It will save us time in terms of management, and the enhanced plug-in integration is very good—OfficeScan now includes a Data Loss Prevention (DLP) plug-in that will increase our data protection without increasing our management efforts.

“DLP will help us better protect our data—some departments can use this new built-in capability to prevent leaks. This gives us an extra layer of protection for sensitive information.”

Besides the enhanced plug-in integration and DLP capabilities, the Ministry is taking advantage of other new features in the release. “USB device control features and Active Directory integration give us more control and make our jobs easier,” said Mr. Eidan. “Scan performance is also a major improvement—the new OfficeScan has reduced scan times by 50-60%.”

The Ministry plans to deploy the production version of the new release to all sites, and is already using the DLP plug-in device blocking features at crucial protection points. DLP will also let them monitor the movement of sensitive data, and introduce controls or adjust policies appropriately.

Results

“We have found [the latest release of] Trend Micro OfficeScan to be an excellent and very dependable product and we are already live across over 30 remote locations,” said Mr. Eidan. “The new plug-in manager offers more and enhanced features along with the new simple widgets for better control and accessibility. More importantly for us, the performance and scanning is even faster than [the previous release]. This means less resource utilization and ease of operation. The useful integrated DLP module now allows full data protection as well anti-malware protection, all within one simple product.”

OfficeScan helps the Ministry tailor security across the various departments and sites, and configure Smart Protection servers to optimize the network utilization for updates and speed time to protection.

“From our main data center, we can use Trend Micro™ Control Manager to manage OfficeScan, including a scan server at each remote site,” said Mr. Eidan. “And we can tailor policies to introduce the control and protection that group of users needs and each database requires. We can keep security very lightweight at small sites that do not involve crucial data, and take full advantage of Data Loss Prevention at our central site and other locations that handle sensitive patient information. Protecting our data is our top priority. With this release of OfficeScan, we gain a very comprehensive data leakage solution.”

“We have found [the latest release of] Trend Micro OfficeScan to be an excellent and very dependable product and we are already live across over 30 remote locations... The useful integrated Data Loss Prevention (DLP) module now allows full data protection as well as anti-malware protection, all within one simple product.”

— Hussain Eidan, Operation Manager, Information Systems Department,
Ministry of Health, Government of Kuwait

DEPLOYMENT ENVIRONMENT

Almost 3,000 PCs and servers
90 sites

Trend Micro Enterprise Security for
Endpoints, including Trend Micro
OfficeScan 10.6 and Data Loss
Prevention Plug-in

Trend Micro Data Loss Prevention Plug-in
Trend Micro Control Manager

Company Profile

One of the largest ministries in Kuwait, the Ministry of Health was established in 1936. However, the history of healthcare in Kuwait is much older—dating back to 1912, when officials developed medical services for the citizens and residents of the country. At present, the healthcare network in Kuwait is the best in the Gulf region and among the finest in the world. Kuwaitis receive medical services at government clinics and hospitals free of charge. Public healthcare is maintained by an intricate network of primary and secondary health centers and specialized hospitals and research institutions.

Trend Micro Security

- **Trend Micro Enterprise Security for Endpoints**
<http://us.trendmicro.com/us/products/enterprise/security-for-endpoints/index.html>
- **Trend Micro Control Manager**
<http://us.trendmicro.com/us/products/enterprise/control-manager/>

Trend Micro Enabling Technology

- **Trend Micro Smart Protection Network**
<http://us.trendmicro.com/us/trendwatch/core-technologies/smart-protection-network/>

