

Case Study

Healthcare

CUSTOMER SUCCESS

Guard data and improve performance with Internet security approach

CUSTOMER:

NY Eye & Ear Infirmary
NY, USA
(900 users, 3 locations)

CYMPHONIX PRODUCT:

Network Composer DC40X



Continuum Health Partners, Inc.

Situation

The New York Eye and Ear Infirmary, ranked one of the Nation's top hospitals by the U.S. News and World Report, is a not-for-profit organization located in New York City whose mission is "to provide all in need with the highest quality care in the disciplines of Ophthalmology, Otolaryngology/Head & Neck Surgery, and Plastic & Reconstructive Surgery." (www.nyee.edu) The hospital provides primary and tertiary care for the five boroughs of New York City and has a larger primary service area than typical neighborhood hospitals due to its classification as a specialty care institution.

Coined the oldest specialty hospital in the Western Hemisphere, the New York Eye and Ear Infirmary employs 600 individuals and manages a computer network of 900 PC's across three buildings on a T3 connection. The hospital has computers in all clinic admittance booths, interview rooms, exam rooms, work stations, and registration areas in addition to personal computers in individual offices. "Everything is moving online," said Gene Harrison, Network Engineer for hospital. "Applications such as Medicaid, Medicare, external billing programs, and even programs designed to research possible drug interactions are now web-based."

Challenge

An increased use of web applications means all employees require Internet access in order to maintain productivity. However, with amplified web traffic, comes slowed Internet traffic and

downloads, as well as an increase in virus and spyware infections. Spyware, in particular, is considered a huge liability for entities needing to comply with the Health Insurance Portability and Accountability Act (HIPAA), an act that requires all healthcare providers follow national standards for electronic health care transactions.

"When I first started with New York Eye and Ear back in 2002, I remember being told, 'Make sure nothing happens that will land us in the New York Post'," Harrison commented. "The easiest way to leak information is through computers infected with spyware." With that in mind, it became absolutely necessary for the hospital to find and implement a solution that not only filters content to minimize the possibility of spyware infection but also has the capability to shape bandwidth, giving specific online applications considered vital to the hospital's productivity and patient's lives top priority.

Solution

The IT department for New York Eye and Ear considered multiple solutions, including SonicWALL and Symantec, and integrated each product into its

Reveal.
Optimize.
Protect.



network for a trial period before making the final buying decision. "At one point our VAR (Value Added Reseller), Lincoln Computers, suggested we give the Cymphonix product line a try before finalizing our investment...so we installed the Cymphonix Network Composer 1500 and it never left our network. We liked the sheer granularity of the product, the interface, as well as the reporting detail."

As soon as the Network Composer was installed, Harrison saw significant improvement within a week. "It was a straightforward and painless installation process. Once it was up and running,



"I hate to think what my job would be like (without the Network Composer). Obviously the threat of spyware has grown exponentially over the years and we had been using CyberGuard's Web Inspector, but since the integration of the Network Composer, we don't need an anti-spyware program. We just don't have a spyware problem anymore."

Gene Harrison
Network Engineer
New York Eye & Ear Infirmary



I immediately had metrics relating to existing spyware. We were able to clean the infected machines and I haven't had a problem with spyware since." Harrison continued, "I hate to think what my job would be like (without the Network Composer). Obviously the threat of spyware has grown exponentially over the years and we had been using CyberGuard's Web Inspector, but since the integration of the Network Composer, we don't need an anti-spyware program. We just don't have a spyware problem anymore."

Due to the number of employees accessing necessary applications throughout the day, New York Eye and Ear considers its content filters and categories to be rigid. Even with the severe parameters in place, the hospital is able to shape its

bandwidth to allow certain websites like Ebay be accessed by employees without threats of hogging bandwidth and slowing necessary applications. "We allow some personal Internet surfing on breaks but there is absolutely zero streaming on our network," said Harrison.

Success

The Cymphonix Network Composer essentially eliminated New York Eye and Ear Infirmary's fear of leaked patient information and massive fines for HIPAA violations by preventing its computers from accessing websites that may infect the network with spyware. The Network Composer also provided administrators the flexibility to shape its bandwidth in order to provide employees access to approved websites without bogging down the hospital's network and applications. With the hospital's recent upgrade to a T3 connection from two T1's, and the previous successes experienced with Cymphonix, New York Eye and Ear is in the process of upgrading its device to the Network Composer DC40X to continually protect itself from future threats.



About Cymphonix

Cymphonix Corporation, headquartered in Sandy, Utah, uses patentpending Cross-Layer Intelligence™ (XLI™) technology to provide unmatched network threat protection and resource optimization. With the powerful XLI engine, Cymphonix products seamlessly integrate network protection, application performance, and traffic visibility into a single, easily managed solution. Leading the Cymphonix product line is Network Composer, a smart gateway appliance that helps organizations understand at a glance who is abusing network resources and with what applications - enabling problems to be corrected instantly through a clear, easy-to-manage interface.



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