Case Study

THE CHALLENGE
With patients' health at stake, physicians need uninterrupted access to vital medical information. Saint Francis Healthcare System's previous antivirus software, from Trend Micro, made this more challenging because it erroneously blocked critical applications, requiring doctors to call for support at all hours.

The Trend Micro software also created scan storms, dragging virtual desktop sessions to a crawl. This forced the IT team to remove antivirus programs from the virtual desktop infrastructure, leaving thousands of endpoints unprotected.

To fill the gap, IT added protection with Malwarebytes. Still, the infamous CryptoLocker ransomware evaded the protective layer, disrupting productivity. Because policies across Trend Micro and Malwarebytes often conflicted, engineers couldn't keep up with the constant fixes, which further exposed endpoint protection to risk.

THE SOLUTION
To consolidate and strengthen endpoint protection, Saint Francis Healthcare System evaluated solutions from Cisco, Carbon Black, Sophos and Bitdefender. Ultimately, Bitdefender’s solution offered the most complete endpoint protection. Specifically, that meant providing strong antivirus and antimalware, along with advanced device control, application blacklisting, and endpoint firewall encryption, all through a single console.


Deployed on premises for 3,000 users, GravityZone protects 2,200 Microsoft Windows-based physical PCs, 2,100 virtual desktops delivered through VMware Horizon and Citrix XenApp, and 425 Windows and Linux servers. GravityZone provides physicians, nurses and administrators with secure, reliable access to the provider’s Epic electronic medical record (EMR) systems and legacy EMRs such as AllScripts, Mosaic and eClinicalWorks, as well as payroll, asset tracking and other business applications.

THE RESULTS
Since adopting the GravityZone solution, Saint Francis Healthcare System detects and blocks cyberthreats in near real time. In one month, GravityZone caught 44 viruses on endpoints,
Bitdefender is a global cybersecurity leader protecting over 500 million systems in more than 150 countries. Since 2001, Bitdefender innovation has consistently delivered award-winning security products and threat intelligence for the smart connected home, mobile users, modern businesses and their networks, devices, data centers and Cloud infrastructure. Today, Bitdefender is also the provider of choice, embedded in over 38% of the world’s security solutions. Recognized by industry, respected by vendors and evangelized by customers, Bitdefender is the cybersecurity company you can trust and rely on.

GravityZone also gives IT greater insight through monthly malware reports that help the team spot trends and uncover opportunities to strengthen protective measures.

"I've seen first-hand how GravityZone detects a virus and gets rid of it within a couple of seconds," says Phillip Yarbro, network systems engineer, Saint Francis Healthcare System.

"When the WannaCry and Petya attacks began, we received a proactive email from Bitdefender alerting us that their virus definitions were already updated and we were protected. That gave everyone here a lot more peace of mind, especially with all the breaches happening at other hospitals."

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Bitdefender Footprint
- GravityZone Enterprise Security
- GravityZone On-Premises Management Console

IT Environment
- AllScripts
- Citrix XenApp
- eClinicalWorks
- Mosaic
- VMware Horizon View

Operating Systems
- Linux
- Microsoft Windows