

ValleyCare Health System Cures Virus Attack with Kaspersky Lab

Customer Profile

A not for profit healthcare company servicing California's Tri-Valley area since 1961.

Industry

Health Care

Challenges

Incumbent anti-virus product – were not detecting malware intrusions, allowing the malware to spread resulting insignificant costs and IT burden.

Kaspersky Solution

Kaspersky®
Business Space Security™

Results

- Attack prevention
- Detection of threats not found by incumbent solution
- Superior protection with relatively small footprint

ValleyCare Health System is an intricate part of the Tri-Valley and surrounding communities, and has provided state-of-the-art, top-quality healthcare to local families since 1961. As a not-for-profit health system with facilities in both Livermore and Pleasanton, including more than 200 beds and a staff of 1,300 professionals, ValleyCare Health System reinvests any profit it makes into the organization for new technology, facilities and services. Being locally owned, no profits or dividends go to a parent company outside of the area and it is not supported by taxes.

The Security Challenge

In May 2008, the healthcare provider experienced a new kind of outbreak, Mario Forever, a computer virus that hijacked ValleyCare's printer server making it impossible to print documents from networked printers. It was automatically sending print jobs of hundreds of pages of meaningless text, tying up staff resources and supplies. Although ValleyCare was using Computer Associates eTrust to monitor for and protect against various types of malware, including viruses, the software was unable to detect and clean Mario Forever from the infected workstations.

Mario Forever rapidly spread throughout the organization's network, costing ValleyCare more than \$20,000 in overtime and supply costs. It also created an additional burden on IT resources for nearly a week.

The Solution

At the same time Mario Forever hit, ValleyCare was in the midst of overhauling its anti-malware protection. The health system had initially installed Kaspersky® Anti-Virus for Windows Workstations and File Servers on a test-bed of 10 machines. Upon closer examination, Desktop Support Technician Frisco Le realized that none of the machines with Kaspersky installed had been infected. He quickly deployed Kaspersky to the infected machines and Kaspersky was able to clean the machines and prevent further attacks.

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*Frisco Le
Desktop Support Technician
ValleyCare Health System*

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The Results

“We were so pleased with the performance of Kaspersky that we have now deployed it to all 700 ValleyCare workstations in less than three weeks. We were initially attracted to Kaspersky because of its best-of-breed reputation of providing superior protection with a relatively small footprint. And now we have first-hand experience to back-up that claim,” says Le.

As a private healthcare institution there is increased importance to ValleyCare to make sure that the right protection is in place to prevent leakage of patient data and ensure resources are fully utilized. PCI Compliance and HIPAA regulations must be taken into account as well. Any violation of a patient record will result in a legal suit for ValleyCare, who currently has no violations.

According to Debbie Inouye, IT Manager at ValleyCare, “As a healthcare institution, it is important to us to have one of the strongest anti-virus software solutions in place to protect our environment from potential problems that can be instantly introduced into the network. Kaspersky Lab plays very well into our multi-level security infrastructure plan”. The solution quickly and seamlessly integrated into our system, enabling us to free up IT resources and become more responsive to the general needs of our organization. If we hadn’t already been working with Kaspersky, we would not have been able to eradicate and prevent a wider outbreak of the Mario Forever Virus.”