Carilion Health System

To avoid harmful email content, the healthcare provider chose Micro Focus® Secure Messaging Gateway to protect its Micro Focus GroupWise® investment.

Overview
Carilion Health System is known throughout Central and Southwest Virginia for high-quality healthcare, compassionate people, and innovative, state-of-the-art technology. Carilion Roanoke Memorial Hospital and Carilion Roanoke Community Hospital serve as the region’s referral resource for specialty and subspecialty care. In addition, Carilion owns six hospitals and manages and co-owns four others, and it is the largest employer in Western Virginia with over 9,600 employees.

Challenge
Carilion Health System’s Micro Focus GroupWise installation spans 24 post offices and 5,400 users, including doctors, nurses, employees, students, and faculty. “We process as many as 36,000 messages on a daily basis,” notes Scott Moore, Senior Email Administrator for Carilion Health System. “As administrators, we deal with the back-end problems. One of the ways we measure our performance is through the value we bring to those we serve, and maximizing the return on Carilion’s investments in technology.”

Two years ago, we had 27 GroupWise domains, which made the system slow and unreliable at times. Since then, we’ve worked to clean up and enhance the GroupWise system, and now we’re down to managing just 16 domains. We started by moving GroupWise off of older servers and adding new servers that run GroupWise exclusively, and running GroupWise MTAs from POAs on separate servers. Also, during this time, the increasing frequency of attacks and security holes in common products with a strong focus on Microsoft offerings greatly increased our awareness of overall email security. And it definitely put GWAVA (now Secure Messaging Gateway) on our radar screen as a possible solution.

Solution
Secure Messaging Gateway is a powerful anti-virus and messaging security agent with a full suite of content filtering, attachment blocking, and anti-spam tools. It decrypts and exposes internal and external GroupWise email for standard anti-virus scanning. In addition, Secure Messaging Gateway offers robust email filtering functionality, helping organizations control large file transfers and block

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At a Glance
- Industry
  Healthcare
- Location
  United States
- Challenge
  The healthcare organization needed an email security solution that would work with GroupWise.
- Solution
  Use Secure Messaging Gateway as a powerful anti-virus and messaging security agent with a full suite of content filtering, attachment blocking, and anti-spam tools.

Results
+ Stopped more than 14,000 messages in a single weekend
+ Increased the speed of the email system
+ Protects end users from email spam or virus threats
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spam and viruses. “At first, we ran GWAVA (now Secure Messaging Gateway) configured simply as an AV solution,” notes Moore. “Then we added extension blocking, content filters, and address/domain blocking. We just added Anti-Spam Heuristics to get finer grained control of what constitutes spam to our organization. Even though we still have a higher threshold than I would like, it’s much better than it was! We set a threshold of points that indicates spam. If we block a preset number of legitimate emails, we can decrement it until we hit a comfort level. We notify our users of viruses. However, we don’t notify users of blocked messages because we don’t want to alarm them or impact their busy schedules.”

“We evaluated several solutions for GroupWise,” says Moore. “But we chose GWAVA (now Secure Gateway) because of everything the product offered, including the ability to stop spam, block prohibited content, and especially because it is so effective in decrypting internal and external GroupWise messages for virus scanning. GWAVA running on GroupWise is indispensable in combating Microsoft-targeted viruses and spam email.”

Results
Moore concludes, “Since we’ve reorganized our GroupWise infrastructure and deployed the GWAVA (now Secure Messaging Gateway) product, our email system has gotten much faster, and our end users no longer have to deal with spam or virus threats. GWAVA intercepts all the message traffic that isn’t business critical. Every day, we block thousands of unwanted emails. In fact, over a recent weekend, GWAVA stopped over 14,000 messages. Our end users appreciate the freedom from distraction from their jobs, and from an administrator’s point of view, it’s been wonderful to have a solution that puts us in control of our overall messaging environment.”