Gwinnett Health System

Micro Focus® Secure Gateway provides content filtering and protection from harmful email content such as viruses and spam for this healthcare provider.

Overview
Gwinnett Health System admits 23,000 patients, treats more than 231,000 outpatients, and administers over 2.5 million doses of medication annually.

Challenge
A hospital system is more than bandages and patent medicines. Any contemporary hospital needs a solid information technology department to function.

To guarantee quality medical care, the Lawrenceville, Georgia institution began using Secure Gateway two years ago and has not looked back.

Selena Youngblood administers Gwinnett's IT department. It services three hospitals and support facilities. She first started with Gwinnett in 1989, “That was before we even had a network. We had a mainframe, a HP 3000.” Since the COBOL days, she has seen Gwinnett's IT needs grow and evolve with the times. Currently, the system boasts 2,500 GroupWise® mailboxes.

Each day, Gwinnett's 700 affiliated physicians tend to the health of the community. Ms. Youngblood, on the other hand, keeps the mail system healthy. Like a physician, she is worried about congestion and infection—congested mail servers, thanks to spam, and infection from viruses.

Solution
“I would say there are 3,000 a day that are blocked.”

That adds up to more than one million junk mail messages a year, ensuring doctors and medical administrators are not dealing with the frustration of endless spam deletion.

Mail is archived automatically in case it needs to be released, Ms. Youngblood explains, but generally Secure Gateway’s anti-spam heuristics engine deals with the incoming deluge of mail effectively and intelligently.

“We wanted a virus scanner first of all,” the administrator says, adding, “we wanted to control the size of emails, we wanted specifically to do content filtering.”

SELENA YOUNGBLOOD
IT Administrator
Gwinnett Health System

At a Glance

- Industry: Healthcare & Medical
- Location: United States
- Challenge: The healthcare organization needed to filter out harmful email content.

Solution
Use Secure Gateway to detect and block unwanted spam and emails containing viruses.

Results
+ Blocks 3,000 emails a day
+ Prevented the Klez virus from infecting healthcare systems
“GWAVA (now Secure Gateway) really saved us.”

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the size of emails, we wanted specifically to do content filtering.” Secure Gateway proved to be the best choice, she says, recalling the decision to buy it two years ago. “And later the spam filtering was included with GWAVA (now Secure Gateway), and that has been a major factor for us because we’ve been able to block a lot of spam with GWAVA.”

The 479-bed institution uses Symantec anti-virus software to protect its network. Ms. Youngblood found that Secure Gateway integrated with the network-level anti-virus software very well—spam filtering, attachment blocking, and virus scanning all worked without a hitch.

Moreover, they all worked without a hitch the day the Klez Virus started making the rounds.

“The Klez virus was really bad because it changed its extension,” she recalls. This virus had an attachment with disguised extension like FILENAME.TXT.EXE, the second of which was often hidden by Windows. The subject line and sender address were also randomly generated. This blend of techniques helped the Klez virus infect systems around the world.

Secure Gateway analyzes incoming mail attachments to determine what the file type is, regardless of its current extension. Malicious code lurking inside files renamed to use benevolent extensions like txt or jpg are analyzed to determine their true contents. VBS or EXE files cannot be camouflaged by using other extensions. Secure Gateway will find them.

Moreover, because Secure Gateway is installed at the network level, it provides better security than traditional anti-virus software by analyzing messages inside GroupWise’s encrypted mail archives. The mail is decrypted in a Quarantine Zone, analyzed, and blocked if it contains a virus or appears to be spam.

“GWAVA (now Secure Gateway) really saved us,” Ms. Youngblood recalls.

Secure Gateway does this for all mail traveling inside the MTA, not only inbound mail from the internet. This additional layer of security is made possible by its network-level integration. Secure Gateway is installed deep inside the GroupWise system, and this was a factor in the decision to buy Secure Gateway over another email security product: “I like that it’s on the MTA and that it scans the post offices. As far as I know, it’s the only one that does this.”

Results

Healthcare institutions throughout the United States will have to provide high levels of email security. Micro Focus’s commitment to the GroupWise environment is helping to guarantee that healthcare practitioners, administrators, and IT experts will be able to communicate medical information securely. “So far it’s met our requirements. GWAVA (now part of Micro Focus) recently came out with GWAVA sig, which has helped with our HIPAA requirements—and it was a free download.”