North Memorial Medical Center

To block email spam and viruses, North Memorial Medical Center employed Micro Focus® Secure Gateway to protect its GroupWise® system.

Overview
For more than 50 years, North Memorial has served the Twin Cities area in Minnesota with compassionate care. Today, North Memorial Medical Center is a Level I Trauma Center and the only major independent health care provider in the Twin Cities.

North Memorial Medical Center currently has 4,300 GroupWise users. The center uses one Linux server with Secure Gateway linked to five post office servers with GroupWise. Because of a unified messaging initiative, the center will expand its GroupWise system to accommodate a second hospital all on the same domain. Email is critical for North Memorial Medical Center.

Challenge
North Memorial was quick to take advantage of the SMTP scanner available with Secure Gateway. Running on a Linux box, Secure Gateway blocks the vast majority of spam before it reaches GroupWise. Kathy Tyler, IT Infrastructure Systems Administrator, explains the experience, “GWAVA (now Secure Gateway) blocks so much spam that we actually had to have a period of education where users got used to not getting spam. Soon, they appreciated the difference and now feel confident that what they are getting in their inbox is important.”

Before installing Secure Gateway, a lot of spam got through to North Memorial GroupWise users. Identifying “what spam is” is different for everyone, so users were responsible for figuring out what spam was for them. And the IT department spent a lot of time assisting users and trying to balance what people needed on a personal level while keeping spam at bay. Spam control was becoming a critical issue. Now user productivity has increased as they are not spending time wading through spam and realize that they are not missing anything they need.

“For the first time, I’m able to not think about spam. GWAVA (now Secure Gateway) doesn’t require constant monitoring. I just check to make sure that it is still running,” explains Kathy Tyler.

At a Glance
- Industry: Healthcare
- Location: United States
- Challenge: The organization needed to protect its GroupWise system.
- Solution: Use Secure Gateway to filter viruses and spam.
- Results:
  - Stops viruses at the WebAccess level
  - Blocks spam
  - Saves IT administrators time with friendly quarantine system

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IT Infrastructure Systems Administrator
North Memorial Medical Center
With Secure Gateway’s friendly quarantine system, users are also easily able to release their own emails when needed, saving IT administrators an incredible amount of time. If they are expecting an important email, they can easily go out and check on their own. North Memorial sends out a digest to users once a day to make it even easier.

**Solution**

Because of its integration with CommTouch, one of the top anti-virus vendors in the industry, Secure Gateway offers zero-hour protection. With its seamless operation, viruses are automatically blocked before they can get into the GroupWise system. Even if a virus manages to make it into the system through other means, Secure Gateway catches it at the POA. Plus with Micro Focus’s WASP product, viruses are stopped at the WebAccess level. Kathy Tyler says that, with Secure Gateway, viruses are a non-issue. “GWAVA (now Secure Gateway) does the whole job with viruses, so we don’t have to worry about them at all.”

**Results**

Kathy Tyler is enjoying her new-found freedom from spam problems. Before she installed the Secure Gateway SMTP scanner, she was accustomed to getting complaints about spam. Now she’s just getting appreciation and finding more time for other projects.

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