



# Case Study Middlesex Hospital Profile

## ORGANIZATION

Middlesex Hospital

## INDUSTRY

Healthcare

## EMPLOYEES

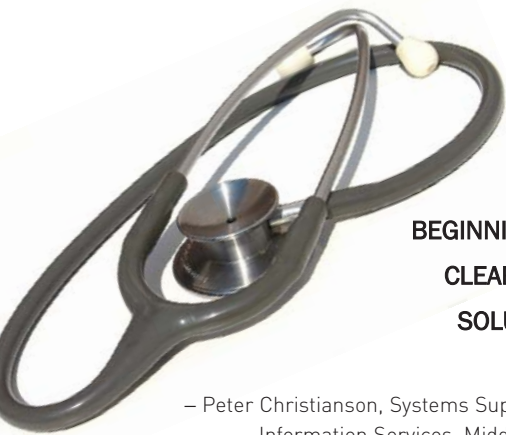
1,500

## SOLUTION

MX Logic® Email Defense Service

## BUSINESS RESULTS

- Nearly eliminated spam
- Increased user productivity
- Reduced IT administrative burden
- Increased bandwidth utilization
- Assisted in supporting HIPAA compliance around network security



**"FROM THE BEGINNING, IT WAS CLEAR THAT THE SOLUTION JUST WORKED."**

– Peter Christianson, Systems Support Manager, Information Services, Middlesex Hospital

## MX Logic helps strengthen Middlesex Hospital's network health so its staff can focus on improving the health of its patients

### CUSTOMER PROFILE

Middlesex Hospital in Middletown, Conn., is a not-for-profit patient-focused health network where state-of-the-art technology is combined with an uncommon level of personal concern for patients and families. With nearly 300 active physicians on its medical staff representing every major specialty, along with hundreds of administrators, nurses, and healthcare professionals, Middlesex Hospital enables and supports efficient communications and information-sharing through a strong Internet-based computer network.

### BUSINESS SITUATION

Acting quickly and utilizing the right information can be a matter of life or death in a hospital environment. That's why Middlesex Hospital administrators made it a priority to protect its staff members and systems network against the time and resource-draining effects of spam. "We support almost 2,000 email accounts within the hospital network," said Peter Christianson, Systems Support Manager, Information Services, Middlesex Hospital. "And we average about 220 incoming messages per hour – over half of which is spam." Christianson explained, "When staff members are spending valuable time wading through unwanted and inappropriate email just to find legitimate healthcare, patient, or physician information, it's clear that spam has crossed the line from being a mere annoyance to becoming a detriment to hospital operations."

In addition, Middlesex Hospital has been focusing heavily on implementing proactive measures to comply with the Health Insurance Portability and Accountability Act (HIPAA), which is a law governing the portability of health insurance and the protection of personally identifiable health information. As part of its effort to remain in compliance with HIPAA privacy and security regulations, the hospital is implementing upgraded systems and working to strengthen network security. While the hospital's critical systems infrastructure has been protected by a server-side anti-virus platform for a number of years, Christianson and his team knew that implementing a comprehensive email defense that would protect the hospital's messaging network from spam, viruses, worms and other email-borne threats would help with HIPAA compliance.

According to Christianson, for the past several years, he and his staff had been tracking year-over-year increases in unsolicited email and tried a number of homegrown solutions to combat the problem before integrating a complete email defense solution.

Goal	Before MX Logic	After MX Logic	Result
Reduce spam	No anti-spam solution implemented	Nearly eliminated spam and false positives. Have protection from malicious email that can infiltrate the network and result in the disclosure of protected health information	Greater user productivity, increased bandwidth utilization and increased storage capacity. Assistance with HIPAA compliance
Eliminate user's spam management burden	Users were wasting time manually sifting through and deleting spam	Users spend no time managing spam except if they want to review and condition the quarantine.	No more complaints about spam
Reduce IT administration	Managing spam was becoming a growing problem	IT spends very little time on spam management or administration	With virtually no more spam, IT can spend more time on other projects





**"WITH A MINIMAL INVESTMENT IN TIME, I'VE RECEIVED AN ENORMOUS PAYBACK."**

– Peter Christianson, Systems Support Manager, Information Services, Middlesex Hospital

"User complaints were on the rise – in direct correlation to the increased spam volume – and we thought we could bolster our current anti-virus platform with an off-the-shelf anti-spam product and through basic Microsoft Outlook programming," said Christianson. "Unfortunately, spam is sophisticated and can easily elude filters that are not robust enough to identify the threats."

### THE MX LOGIC SOLUTION

"After experimenting with in-house anti-spam solutions with marginal results, we met with an MX Logic sales associate who provided us with an extremely compelling demonstration," recalled Christianson. "I'm skeptical by nature, but I saw the value of the MX Logic® Email Defense Service immediately and knew it would be a good solution to our problem."

After a one-month pilot that required little more than a redirection of the hospital's MX record to MX Logic, Christianson was convinced that the decision to integrate a solution that combines world-class anti-spam control with a leading anti-virus engine was a good one. According to Christianson, from an anti-spam perspective, the product seemed tailor-made for the hospital and his staff. He also knew that the addition of a second anti-virus engine at the network perimeter would further increase network security therefore assisting in addressing some critical HIPAA information security elements. Additionally, MX Logic solutions provide transparency for both outbound and inbound secure email at the enterprise email gateway, allowing enterprise security personnel to directly manage the protection of encrypted material.

During the trial, the volume of spam remained at 60 percent of the hospital's total volume, but the benefit of using a managed service solution is that this large volume of junk mail is blocked from ever entering the hospital's network. While the daily reporting Christianson monitored quantified how much spam and virus volume was being blocked, it was the immediate and obvious elimination of spam from his end user's accounts that truly validated the success of the implementation. "I was pretty smart on this one," said Christianson about his decision to protect his network using MX Logic. "From the beginning, it was clear that this solution just worked."

### THE MX LOGIC EMAIL DEFENSE SERVICE

Like most organizations today, the administration at Middlesex Hospital works very hard to provide exceptional service levels, while keeping a close eye on bottom line expenses. In the case of email defense and security, the option to use a managed service developed by messaging experts proved to be the most cost-effective option with the most service-oriented results. Through around-the-clock protection, MX Logic's Email Defense Service automatically intercepts, analyzes, and blocks malicious and unsolicited messages at the hospital's network perimeter. Using its Stacked Classification Framework® spam detection system, which utilizes a patented method of identifying and controlling spam using a voting algorithm based on a sophisticated form of intelligent reasoning, MX Logic achieves more than 99 percent accuracy.

Recognizing that the IT staff in most organizations does not have time to monitor email trends and provide full-time threat protection, MX

Logic's Email Defense Service is supported by MX Logic's Threat Center. In this sophisticated streaming data environment, MX Logic monitors the global state of email communication, 24 hours a day, seven days a week, and provides customers with real-time updates and protection. Led by email security experts with extensive experience in protecting messaging networks, the Threat Center provides dynamic email defense-staying far ahead of the next attack by continually incorporating information about the latest spammer, virus and worm tactics.

### BUSINESS BENEFITS

Today, the MX Logic solution is making Middlesex Hospital a more productive, pleasant place to work. With thousands of junk email messages no longer finding their way into physicians', nurses', and administrators' email boxes, there is less chance of mistakenly deleting or overlooking legitimate messages containing time-sensitive information. And, with doctors and staff connected 24/7 by BlackBerry and RIM devices, not having to waste time wading through spam on these small, portable tools was a welcome relief. From an IT perspective, Christianson and his staff are now investing more quality time supporting systems efforts that have a direct and positive patient impact.

"It's quite a benefit to have an expert handle this issue," said Christianson. "Now, we feel even more confident in the hospital's network security since we have layered virus protection and a complete spam detection system." Christianson added that while he has not chosen to use the outbound filtering features of the Email Defense Service to enforce certain HIPAA-related policies, he believes that overall network security has been enhanced and the system has aided in the mitigation of a majority of serious threats. In fact, the hospital has not been the victim of any significant viral activity or other email-borne threats since integrating the MX Logic Email Defense Service.

### THE RESULTS

While spam volumes continue to rise, Middlesex Hospital remains protected from the time and productivity waste inherent to unwanted email. According to Christianson, of the more than 43,000 incoming messages received by the hospital each week, over 60 percent is spam. But, he reports that MX Logic has consistently and accurately blocked almost 97 percent of the messages from entering his network. This systems support manager is also impressed with the rate of virus protection the system provides. MX Logic Control Console™ reporting indicates that one out of 36 messages filtered and quarantined by the system contains a virus. "It's impressive to watch the real-time reporting and know that those malicious messages are not entering our network," admits Christianson. "In addition to overall network protection, the MX Logic Email Defense Service is helping cut down on the traffic hitting our servers and wasting valuable network storage." Christianson even believes that the service has possibly added two more years to the life of his current server.

When asked if the solution has met his expectations, Christianson replied, "Absolutely. In fact, with a minimal investment in time, I've received an enormous payback."



### ABOUT MX LOGIC

MX Logic is a leading provider of managed email and Web security services that deliver enterprise-grade performance without enterprise-level complexity and cost. Our easy-to-use, award-winning services reduce risk and liability, lower overall IT costs, and increase productivity. MX Logic services are available through our industry-leading partner network. For more information, visit [www.mxlogic.com](http://www.mxlogic.com).

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