



MIDMICHIGAN HEALTH CASE STUDY

Quality Healthcare Mission Extends to
IT Security



Overview

- Healthcare organization dedicated to providing quality, comprehensive healthcare
- 20 locations – include service providers and specialty centers
- Relies heavily on IT infrastructure to ensure quality of doctor-patient data assets
- A key goal for MidMichigan's IT department is to provide a stable and secure network for communicating vital patient information



MidMichigan Health CHALLENGES

- Hit with Welchia worm – which brought IT operations to a halt for 3 days
- Struck a second time by Welchia in March 2004
- Not enough staff to be effectively reactive to attacks
- Only 13 staff members to address all the infected workstations
- 30+ minutes spent at each infected workstation



MidMichigan Health CHALLENGES

- Had a false sense of security that patching wasn't that important
- Needed a proactive solution to patching
- 1700 desktops spread across 5 counties
- 24/7/365 business continuity - limiting windows for downtime
- No way to track where patches had been applied



MidMichigan Health OBJECTIVE

- Find a product that allows users to have some control of the reboots required by patches
- Ability to preserve bandwidth locally and to remote locations
- Need to be able to track patch deployments
- Eager to find a solution to help withstand future attacks
- Inexpensive
- Needed a solution QUICK!



MidMichigan Health APPROACH

- Researched Multiple Patch Management Vendors
 - Microsoft
 - SUS
 - No Control over deployment
 - No Reporting
 - Automatically deploying left no ability to test patches
 - SMS
 - Provided more product than what we needed
 - Expensive!



MidMichigan Health APPROACH

- Other Vendors
 - Limited features
 - Limited cross platform support
 - Didn't seem as interested in our business
- Selected **PatchLink Update™**
 - PatchLink overview
 - Don Leatham, Dir. Product Marketing



PATCHLINK
DEVELOPERS KIT

PATCHLINK
QUARANTINE

PATCHLINK
ERS

PATCHLINK
UPDATE

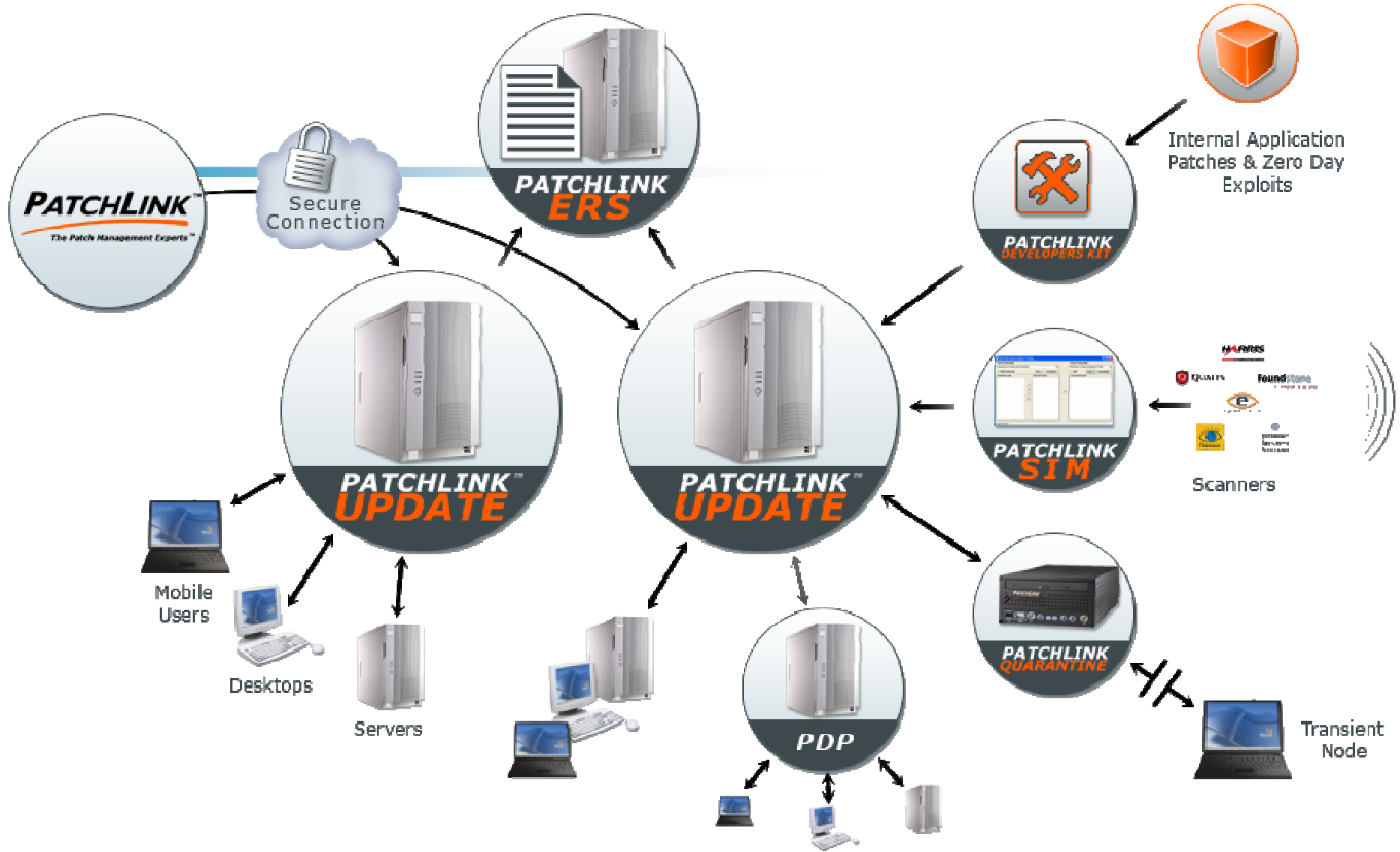
PATCHLINK
SIM

PATCHLINK UPDATE supported agent platforms



Novell.







MidMichigan Health APPROACH

- Selected PatchLink Update as the product that best met our needs
 - Cross-platform capabilities
 - Enterprise scalability
 - Web-based
 - Multi-vendor support (Windows, McAfee, Office, Firefox, Citrix ICA client, Novell client)
 - Easy reporting tool



MidMichigan Health RESULTS

- Stage our deployments across multiple test groups
- We can now account for a computers vulnerability status
- Users have the ability to control when they reboot their workstations
- Keep up to date with Virus definition files
- Easily manage our Novell clients
- From Vision to Reality in approximately 7 months



CRITICAL SUCCESS FACTORS

- Position distribution points in key locations
- Develop and use a thorough testing and deployment process
 - The software can only be as effective as your process
- Select a broad base of testers that encompass all your organization's applications
- Make testers accountable for results
- Educate your users and keep them informed



Q&A