



PacketSure™ Detects Attack On Gibson General Hospital. And That Was Just The Demo

A PacketSure™ solution installed at Gibson General Hospital for a secure assessment detected an attack within an hour of going online. After that, it was an easy decision for the hospital to purchase the system.

CASE STUDY

Gibson General found Palisade PacketSure™ as part of a search for vendors to help the company achieve compliance with the Health Insurance Portability and Accountability Act (HIPAA), as well as managing network traffic and Web usage. As part of the evaluation process, Gibson took advantage of the free secure assessment that Palisade offers to prospective customers.

Gibson General is a 25-bed critical access hospital in southern Indiana, which also has a 45-bed long term care facility. It has a staff of about 350 people, with 250 workstations and a three-person IT staff to manage the network. The hospital recently completed an extensive upgrade to its emergency room.

PacketSure™, from Palisade Systems, is a full-featured Data Loss Prevention solution that installs in under 45 minutes and runs automatically. It scans e-mail and other outgoing network traffic to find and secure confidential data, including private patient information, Social Security numbers, and credit card numbers. PacketSure™ is available either as an appliance that installs on the customer premises, or as a service, with no on-premises hardware required, from a Managed Service Provider partner. Gibson General chose the appliance solution.

Attack Detected

“The secure assessment made a big difference to Gibson General,” said IT director Steve Rausch. “We are a small hospital. Offering the demo made a huge difference because we cannot afford to pay for something we aren't sure we want. It was great that the demo allowed us to play around with different settings and see what the system could do and what it couldn't do,” he said.

“Within an hour, we knew we wanted it.”
Steve Rausch, IT director

As part of the free secure assessment, Gibson General set up a PacketSure™ appliance on their

<p>INDUSTRY Healthcare.</p>	<p>SOLUTION Palisade’s all-in-one DLP and web filter solution.</p>
<p>CHALLENGE Gibson General Hospital needed to beef up security to achieve regulatory compliance, as well as manage network traffic and Web usage.</p>	<p>BUSINESS BENEFITS PacketSure™ exceeded expectations by helping to stop a network breach in progress soon after it was installed. PacketSure™ helps the hospital achieve regulatory compliance and ensures ongoing security.</p>



network. When Rausch came in to check it the morning after it was installed, he found unexpected activity on the network. People were accessing ICQ, an outdated instant message technology. But nobody at the hospital had any business being on ICQ, Rausch said. Soon afterward, PacketSure™ uncovered suspicious activity on an e-mail server. Further investigation using PacketSure™ determined that the hospital's e-mail servers were being taken over by hackers in Russia, China, India and elsewhere to use for sending spam.

"Within an hour, we knew we wanted it," Rausch said. "Thanks to Palisade, we were able to track them down, find out who they were, what they were doing, and the type of information they were getting." Fortunately, the attack wasn't as serious as it could have been. The attackers were looking for a platform to send spam and not searching for confidential information. "But if it wasn't for Palisade we would not have known we were being hacked. It was pretty awesome," Rausch said.

The PacketSure™ solution compiled reports of information leaving the network, the sites the attacks were originating from, and more. "When I handed the report to the FBI in the Evansville office for them to investigate, they said this was the most information they had ever been given from someone who had a system breach," Rausch said.

Sold In Five Minutes

"The CFO was sold within five minutes." Rausch told us. They closed the sale three days later. Gibson General began using PacketSure™ to secure the network, ensure compliance with government regulations, such as HIPAA and the Health Information Technology for Economic and Clinical Health Act (HITECH), and prevent inappropriate Web surfing.

They use PacketSure's™ built-in Web filtering software to limit the hospital's liability from workplace harassment laws. "We were able to block pornography, gambling, and hate sites, which made HR happy. But then we could go further than that. We were able to block sites with games so productivity was better. We improved immensely in productivity," Rausch said. PacketSure™ also allowed the company to produce reports on employees abusing the network, and present those reports to the employees' managers. Management then has a choice of simply talking to employees caught accessing inappropriate sites, or taking disciplinary action. "I just provide the evidence," Rausch said.

"The customer service at Palisade is phenomenal, it is second to none."

Steve Rausch, IT Director

HIPAA & HITECH Help

The federal HITECH act spells out financial incentives for healthcare providers to enact Electronic Health Records (EHR), which put new focus on IT systems for small hospitals. "With small hospitals, computers are kind of put on the back burner," Rausch said. "But now that HITECH has hit, CPOE [Computerized Physician Order Entry] is big now. We have to do it. It has made administration stand up and take notice."

HITECH also beefs up HIPAA security and privacy requirements. This increased emphasis on privacy makes administrators more receptive to Rausch's drive to enhance network security. "It has made people realize that I'm not just speaking brimstone and doomsday. I'm not just saying the sky is falling. I am saying it because it's important." If Gibson General has a data breach, they are required to report it to



the government and local news outlets. That would hurt Gibson General's business badly because Gibson competes with another local hospital for patients. "Any negative press for us means that people could very easily just go elsewhere," Rausch said. PacketSure™ technology helps protect Gibson General from that kind of damage.

Excellent Palisade Support

"Gibson General is very pleased with its Palisade experience," Rausch said. "The customer service at Palisade is phenomenal, it is second to none," he said. "The intuitiveness of the reporting is also easy to learn. I quickly got to the point where I could run all the reports without any assistance. It was very easy and I appreciate that."

Palisade Systems, Inc., is an industry leader in the Data Loss Prevention (DLP) market. Palisade's patented DLP solution, PacketSure™, is the industry's only all-in-one appliance that can be installed and running in less than one hour, and it is also available from Managed Service Provider (MSP) partners with no on-site hardware installations required. PacketSure™ helps organizations proactively secure sensitive and proprietary intellectual property from leaving data networks, defines and enforces access to internal network resources, and enforces compliance with federal privacy and industry security regulations such as HIPAA, FERPA, PCI and GLBA. For more information, please visit <http://www.palisadesystems.com> or contact Palisade by telephone at 1.888.824.0720.