Bitdefender®

Louisiana Orthopaedic Specialists treats cybersecurity with top care

Healthcare provider achieves cybersecurity time and cost savings while delivering improved threat protection and patch compliance

THE CHALLENGE

In today's healthcare environment, clinicians depend on online medical histories, test results, and other critical data to deliver the best possible care to patients. That's why Louisiana Orthopaedic Specialists is committed to providing clinicians with continuous, secure access to their workstations.

LOS's prior cybersecurity solution, Webroot, was not consistently issuing security alerts to the IT team, increasing the risk of a breach. To address the gap, the IT staff would manually monitor the infrastructure. While this approach prevented any security breaches, it was a burden from a time perspective. In addition, the company's prior patch management solution, Windows Software Update Service, was cumbersome to manage and frequently missed patches. IT evaluated alternative solutions from SonicWall, Symantec, Trend Micro and Bitdefender.

Jimmy Blanco, Systems Administrator, Louisiana Orthopaedic Specialists, recalls, "We needed a holistic solution that consolidated antimalware, antivirus, device control, anti-exploit, and patch management. We chose Bitdefender GravityZone because it provided all of those things from a single, easy-to-use console."

THE SOLUTION

LOS depends on GravityZone Business Security to protect its Windows and Apple workstations, Windows servers, and virtualized VMware vSphere servers against security threats. The infrastructure secured by GravityZone is installed across four LOS clinics and runs various applications, such as a Mytel phone system, Nuance PowerScribe 360 Reporting, and Nuance Dragon speech recognition.

Deployment was so smooth and streamlined that IT rolled out GravityZone to all endpoints within two hours.

In addition, LOS uses GravityZone Patch Management to automate patching of operating systems and applications for improved compliance."

LOS
LOUISIANA ORTHOPAEDIC SPECIALISTS

Louisiana Orthopaedic Specialists, L.L.C. provides patients with comprehensive musculoskeletal orthopedic care from four clinics in the Lafayette, Louisiana area. The practice's fellowship-trained specialists and staff specialize in sports medicine, total joint replacement, arthroscopic surgery, interventional spine, spine surgery, and hand and wrist, elbow, shoulder, and foot and ankle care.

Industry
Healthcare

Headquarters
Lafayette, Louisiana, USA

Employees
150 (IT staff, 1)

Results
- Thwarts intrusion of malware and other threats with 100 percent success
- Reduced endpoint licensing costs by 30 percent
- Improved patch compliance from 60-70 percent to 90 percent
- Decreases weekly security administration time from four hours to 30 minutes

THE RESULTS

GravityZone has helped LOS deliver on its commitment to providing clinicians with secure, continuous access to online services. In fact, GravityZone has thwarted 100% of malware and other threats. "Since we serve patients, workflow interruptions are not acceptable," says Blanco. "Bitdefender does a great job scooping up any malware or threats before they land on our machines. Even if there is a small delay in processing across endpoints, Bitdefender is quick to alert me so I can quickly identify and resolve the issue."

He continues, "GravityZone provides me with more control and flexibility. Whether I'm in Starbucks or in the data center, I can view all the endpoints and generate granular reports by logging into a single cloud console. This is much easier than logging into multiple screens like before."

Time and cost savings have been another byproduct of GravityZone. For example, Blanco estimates endpoint licensing costs have been reduced by 30 percent since consolidating threat security and patch management onto GravityZone.

Performance issues also disappeared due to GravityZone's minimal consumption of infrastructure resources. "I used to pull my hair out with performance issues caused by Webroot," explains Blanco. "I'd have to develop workarounds to run the scans so they wouldn't slow down users' machines. Because GravityZone has such a compact, small footprint, users are not at all impacted when the scans are running."

Installing new instances of GravityZone also has been a breeze. For example, Blanco used to travel to LOS' four clinics across a 30 square mile area and manually install Webroot onto new endpoints. Now, he simply uses the cloud console to manage installation of GravityZone regardless of where the endpoint resides.

Blanco reflects, "With GravityZone's automation, alerting, and easy visibility, I've reduced the time I spend on security administration from four hours to 30 minutes per week on average. That gives me more time to meet with department heads about their priorities and pursue projects on their behalf."

In addition, GravityZone Patch Management has provided LOS with increased efficiency and security. Previously, LOS used Windows Software Update Service. "We can't have machines out of compliance and vulnerable since our clinicians use them regularly," states Blanco. "GravityZone Patch Management automatically installs patches, so our operating systems and endpoints are fully up to date." Before, patch management was a manual process that consumed ten hours of staff time weekly and provided 65-70 percent compliance. GravityZone Patch Management delivers 90 percent compliance with only two hours required per week.

Blanco has been impressed with the exemplary treatment LOS has received from Bitdefender: "We're a much smaller business compared to many other Bitdefender customers and yet they always treat us like we're a Fortune 500 company. Their responsiveness, knowledge, and commitment to us have been excellent."

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Jimmy Blanco, Systems Administrator, Louisiana Orthopaedic Specialists

Bitdefender Footprint
- GravityZone Business Security
- GravityZone Patch Management

IT Environment
- VMware vSphere

Operating Systems
- Microsoft Windows