

Case Study - Healthcare

NY Eye & Ear Infirmary improves Internet performance and secures data

CLIENT

New York Eye and Ear Infirmary

- Ranked one of the nation's top hospitals by the U.S. News & World Report
- 600 employees
- Network of 900 PCs; 3 locations on a T3 connection
- Provides primary and tertiary care for the 5 boroughs of NYC

CHALLENGES

- Managing increased Web traffic
- Determining users and applications responsible for network congestion
- Eliminating virus and spyware infections
- Maintaining national standards for electronic healthcare transactions

CYMPHONIX SOLUTION

Cymphonix Network Composer

- DC40XS
- 1500

RESULTS

- Optimal efficiency of bandwidth
- Accurate monitoring of employee usage
- Ability to shape bandwidth, giving specific online applications top priority
- Elimination of spyware threats
- Compliance with national standards for electronic healthcare transactions

With almost all of the New York Eye and Ear Infirmary's day-to-day business functions moving online, increasing Web traffic and data security threats were a concern for Gene Harrison, a network engineer at the hospital. Introduced to the Cymphonix® Network Composer®, Harrison found the perfect all-in-one solution. With Network Composer, he was able to shape bandwidth, giving priority to vital applications, and protect patients' privacy by eliminating spyware infections.

Diagnosing the Problem

Coined the oldest specialty hospital in the Western Hemisphere, the New York Eye and Ear Infirmary may be historic, but its business practices are high-tech. The hospital has 900 computers located in clinic admittance booths, interview rooms, exam rooms, work stations, and registration areas as well as personal computers in individual offices.

In addition to a sizable network, the hospital is migrating away from on-premise business applications. "Everything is moving online," said Harrison. "Applications such as Medicaid, Medicare, external billing programs, and even programs designed to research possible drug interactions are now Web-based."

The growing number of Web applications means all employees need Internet access to maintain productivity. And, with more traffic comes slower connection and download speeds, as well as an increase in virus and spyware infections.

Moreover, the hospital is required by the Health Insurance Portability and Accountability Act (HIPPA) to follow national standards for electronic healthcare transactions. Harrison was concerned about the hospital's ability to protect patients' privacy and manage its bandwidth for day-to-day business needs.

"The easiest way to leak information is through computers infected with spyware," said Harrison. He knew that to keep the hospital running smoothly, he needed to find a solution that would eliminate threats and increase the hospital's bandwidth efficiency.

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ABOUT CYMPHONIX

Cymphonix Corporation uses award-winning technology to cut the time, effort, and cost needed to find and solve the risks from being connected to the Internet. As an innovator in the Secure Web Gateway space, Cymphonix enables organizations to quickly identify, isolate, and resolve network problems.

www.cymphonix.com

ABOUT THE NEW YORK EYE AND EAR INFIRMARY

Ranked one of the Nation's top hospitals by the U.S. News and World Report, the New York Eye & Ear Infirmary is a not-for-profit organization located in New York City. Its mission is to provide all in need with the highest quality care in the disciplines of Ophthalmology, Otolaryngology/Head & Neck Surgery, and Plastic & Reconstructive Surgery.

www.nyee.edu

An Easy Cure

The IT department for New York Eye and Ear Infirmary considered multiple solutions, including SonicWALL and Symantec. They integrated each product into the network for a trial period before making the final buying decision.

“At one point our VAR (Value Added Reseller), Lincoln Computers, suggested we give the Cymphonix product line a try before finalizing our investment,” said Harrison. “So we installed the Cymphonix Network Composer and it never left our network. We liked the sheer granularity of the product, the interface, as well as the reporting detail.”

As soon as Network Composer was installed, Harrison saw significant improvement within a week. “It was a straightforward and painless installation process. Once it was up and running, I immediately had metrics relating to existing spyware. We were able to clean the infected machines and I haven't had a problem since.” Harrison continued, “I hate to think what my job would be like without Network Composer. Obviously the threat of spyware has grown exponentially over the years. We had been using CyberGuard's Web Inspector, but since the integration of Network Composer, we don't need an anti-spyware program. We just don't have a spyware problem anymore.”

Prognosis is Excellent

The Cymphonix Network Composer virtually eliminated New York Eye and Ear Infirmary's fear of leaked patient information and massive fines for HIPAA violations by preventing its computers from accessing Web sites that may infect the network with spyware. The Network Composer also provided administrators the flexibility, even with its rigid content filters and categories, to share its bandwidth in order to provide employees access to approved Web sites, like eBay, without bogging down the hospital's network and applications.

“We allow some personal Internet surfing on breaks but there is absolutely zero streaming on our network,” said Harrison.

With the hospital's recent growth and upgrade to a T3 connection from two T1s, and the previous successes experienced with Cymphonix, New York Eye and Ear Infirmary has upgraded its device to the Network Composer DC40X to continually protect itself from future threats.

See for Yourself

See how Cymphonix can improve visibility, security, and efficiency of your Internet connection. Contact your local technology reseller or Cymphonix for an online demonstration, technical documentation, case studies and pricing. Call 866.511.1155 or send an email to sales@cymphonix.com.