



# Case Study

## Cancer Treatment Centers of America

Launched in 1988, Cancer Treatment Centers of America (CTCA) provides a comprehensive, patient-centered treatment model through its network of hospitals and outpatient programs that integrate traditional, state-of-the-art medical care with scientifically-supported complementary and alternative therapies, including nutrition, naturopathy, psychological counseling, physical therapy and spiritual support to meet the unique, whole-person needs of advanced-stage cancer patients.

### CTCA AT-A-GLANCE

**Headquarters:** Schaumburg, Illinois

**Year Founded:** 1988

**Staff:** Over 1,300 doctors and care professionals

**Services:** Integrated cancer care for more than 2,600 new and returning patients

**Facilities:** Cancer treatment hospitals with more 130 guest rooms and outpatient oncology clinics in Illinois, Oklahoma, Pennsylvania and Washington



### THE CISCO IRONPORT ADVANTAGE

- Comprehensive threat detection on a single platform
- Sophisticated encryption capabilities for demanding HIPAA compliance
- Rigorous content filtering without compromising throughput or productivity
- Simple deployment with hassle-free management and reporting tools

### THE SITUATION

As a trusted provider of care for cancer patients, CTCA demanded better email security to protect its critical operations. The organization had deployed two McAfee E-500 Series anti-spam gateway appliances to shield its network's Microsoft Exchange servers. However, with 10 percent of the up to 35,000 spam emails detected per hour being delivered to

users' inboxes, the solution provided an increasingly inadequate defense. The end result was an overall delay in legitimate mail delivery, lost productivity for its end-users and IT administrators, and the heightened potential for compromised protected health information (PHI), regulated by the Health Insurance Portability and Accountability Act (HIPAA).

### TECHNICAL CHALLENGES

As spam has increased in volume and complexity, CTCA recognized a need for the most advanced encryption techniques and content filtering to safeguard its email infrastructure. It required a solution that would support HIPAA compliance without compromising employee productivity. With an estimated 250 daily messages coursing to and from each of its 2,200 end-users, deficiencies in CTCA's existing anti-spam solution were resulting in IT administrators dedicating up to eight hours each day addressing spam-related problems.

"We needed an end-to-end email security solution that provided HIPAA compliance and was easy to integrate with Exchange," said Rakesh Patel, CTCA Director of IT Infrastructure and Security. "We also needed content filtering with the ability to filter any word, keywords, email user names, domains, directories and more."

Following thorough evaluations of replacement solutions, CTCA discovered it could satisfy these requirements and more with the Cisco® IronPort C-Series email security appliance.



“ We’re now able to meet HIPAA compliance by encrypting PHI data over email. We regained productivity by eliminating large volumes of spam, and users can now focus on business-related emails. Additionally, our IT team no longer expends time responding to and troubleshooting spam issues. ”

— Rakesh Patel, CTCA Director of IT Infrastructure and Security

## THE CISCO IRONPORT ADVANTAGE

The Cisco IronPort C-Series provides CTCA with an agile, single-source anti-spam solution that is easily managed to halt the most challenging email threats.

Driven by Cisco’s powerful IronPort AsyncOS operating system, the Cisco IronPort C-Series’ multi-layered security approach has enabled CTCA to block nearly 95 percent of its suspicious mail and has reduced the number of requests for email-related IT help from up to 15 per day to one per week.

“We don’t see email delays anymore and hardly ever get any spam,” Patel said.

The reduction can be credited to IronPort® email security technology and features. Armed with data from the SenderBase® Network, Cisco IronPort Reputation Filters and Cisco IronPort Virus Outbreak Filters effectively stop problematic messages in their tracks. By collecting key data on more than 25 percent of the world’s email and web traffic, Cisco’s

SenderBase provides instant threat detection from an enormous range of email senders. It instantaneously examines 90 different email parameters and 40 web traffic parameters to immediately identify bad messages. Cisco IronPort anti-spam filters examine every aspect of a message, including content, how a message is constructed, what it contains, where it’s going and who it’s from. The Cisco IronPort C-Series also identifies and flags individual messages for encryption, ensuring that CTCA easily meets compliance requirements to protect confidential patient information.

With proven anti-spam defense, easy monitoring and reporting capacity, IronPort technology dramatically reduces CTCA’s need for continuous, hands-on oversight, while ensuring the messaging performance and security the organization requires to operate at peak efficiency.



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