MARSHAL8e6™

Marshal8e6 Provides The Cure for St. Jude's Internet Filtering and Reporting Needs

Client:
St. Jude Children's Research Hospital

Web Site:
www.stjude.org

Requirements:
Web Filtering and Reporting

Solutions:
R3000 Internet Filter and Enterprise Reporter

"Marshal8e6 has a great product for any organization facing policy enforcement and/or compliance challenges. The system keeps running, monitoring, recording, and blocking, which is exactly what a customer would expect."

Monroe Wesley
Manager of Information Security,
St. Jude Children's Research Hospital

Profile

St. Jude Children's Research Hospital is the world's largest childhood cancer research center and America's third largest healthcare charity. Doctors from all over the world refer their patients to St. Jude because of its reputation as a premier center for the treatment of catastrophic diseases in children, primarily pediatric cancer. The hospital employs scientists from all nations and is proud to claim a Nobel Prize winner among its ranks. In addition, St. Jude is renowned for its exceptional care and devotion to children and their families: no child is ever turned away because of a family's inability to pay. To date, the hospital has treated more than 20,000 children from across the United States and 80 foreign countries.

Challenge

In 1999, St. Jude developed a policy outlining the acceptable use and intent of use for their Internet connection. Shortly after this policy was activated, the Information Security Department was asked to install and administer a pre-purchased Internet Monitoring and Filtering system to help ensure compliance of this policy. Manager of Information Security, Monroe Wesley, remembers the difficulties of their first monitoring/filtering solution. "St. Jude had purchased Web monitoring software prior to my arrival to the organization. The product was difficult to administer and it was unsuccessful at detouring large amounts of inappropriate activities. We quickly began evaluating other Web monitoring solutions."

In their process of evaluating the market of Web monitoring/filtering products, St. Jude first selected three of the leading products that fit their requirements. This selection process was followed with an equal bench-test to determine which product was superior for their needs. Their choice was Marshal8e6's R3000. "It was very clear Marshal8e6 was the product St. Jude needed and wanted. The product was superior to the competition and we have been pleased with our decision to change," Wesley adds.

St. Jude Children's Research Hospital is required to comply with HIPAA regulations, and although the regulations do not specifically define a Web monitoring and filtering solution should be administered, they do encourage taking necessary measures to protect patient information. One of the ways St. Jude uses the Marshal8e6 R3000 to help protect the organization is by evaluating Web site classification, monitoring for access attempts, and blocking known malicious code, spyware, and virus type sites.

St. Jude is a research hospital where the scientific teams continually seek to translate knowledge acquired through basic research into novel approaches for clinical diagnosis and treatment. Scientists can spend large amounts of time researching on the Internet.

Having the flexibility to customize the filtering in the ways necessary for compliance of the hospital's Acceptable Use Policy (AUP) is accomplished with Marshal8e6. Wesley shared, "The intent for monitoring and blocking at St. Jude is not to hinder any of the organization's purpose, but to help provide the proper work environment." He added, "Do we have the potential to block a site needed for true organizational/business needs? Yes. However, with Marshal8e6 we offer an option to submit a request for additional evaluation of the Web site blocked, which my department reviews the classification of the site and provides support to the requestor."

Solutions

Wesley and his team found the R3000 provides the perfect solution for St. Jude. The R3000 sits at the network's gateway, where it makes use of deep packet inspection to scan all internal traffic heading out to the Web. When it spots a violating packet requesting a site in violation of policy, it takes fast action on two fronts. First, it sends a block page to the workstation that generated the request, typically within 2 to 4 ms. Then it sends a TCP reset to the site to cancel the session. By sealing off access to unauthorized sites so quickly, the R3000 prevents unauthorized Web access.

Recent enhancements to the R3000 make it even better suited to healthcare organizations struggling with HIPAA compliance. It now features IM blocking, so that employees who should be working rather than chatting won't put an organization's information and infrastructure at risk. As with URL filtering, this helps limit legal liability since employees can't IM, therefore they can't use it to transmit sensitive data. IM blocking also reduces the risk of virus infiltration. And in the Marshal8e6 implementation, it serves as a baseline for P2P blocking-so that companies are protected against backdoor breaches from file-sharing sites.

In addition, Wesley finds one of the best things about the R3000 is the flexibility to compensate for certain words and their alternate meanings. "The R3000 provides the opportunity for customizing the rule sets to help promote the location of necessary information, while not completely opening access to the Web and its risks." He adds, "The R3000 is completely stable and we like the hardened-appliance configuration."

St. Jude also utilizes the Enterprise Reporter 3.0. The reporter is designed to give administrators complete flexibility by enabling the creation of custom reports from consolidated data.

St Jude has a staff of over 3000, and the ER is able to handle their substantial amounts of Internet traffic because of a generous amount of internal storage. Finally, it is designed to make administration and report generation as simple and efficient as possible. Administrators can point and click through the screens and quickly set up the desired monitoring environment. "I am very impressed with the ER's reporting capability," Wesley says. "It does its job without any glitches or headache to the Information Security staff. Since implementing Marshal8e6, our Internet usage policy monitoring and compliance has drastically improved."

Result

The R3000 and Enterprise Reporter have both helped provide St. Jude with a seamless, multi-layered and cost-effective solution to ensure their policy compliance. In addition, the potential risks of malicious code, spyware, and virus type sites are monitored and blocked while inappropriate Internet use have been avoided. "It's a very cost-effective solution — its accuracy and reliability has saved us by not wasting our resources," Wesley says. "Marshal8e6 has a great product for any organization facing policy enforcement and/or compliance challenges. The system keeps running, monitoring, recording, and blocking, which is exactly what a customer would expect."

About Marshal8e6

Marshal8e6 is a global provider of Secure Internet Gateway products for organizations of all sizes. Marshal8e6 is the only security company capable of delivering comprehensive content security across multiple delivery platforms, including software, appliances and Software-as-a-service (SaaS). The company's complete security portfolio delivers the tools necessary to manage and secure email, Web and the endpoint as well as protect against data leakage. Today, more than 16 million end users in more than 20,000 companies in 96 countries rely on Marshal8e6 solutions to protect their businesses at the email and Web gateway.

Corporate Headquarters
Marshal8e6

828 West Taft Avenue
Orange, CA 92865
United States

Phone: +1 (714) 282-6111
Fax: +1 (714) 282-6116

International Headquarters
Marshal8e6

Renaissance 2200
Basing View, Basingstoke
Hampshire RG21 4EQ
United Kingdom
Phone: +44 (0) 1256 848 080
Fax: +44 (0) 1256 848 060

Asia-Pacific
Marshal8e6

Suite 1, Level 1, Building C
Millennium Center
600 Great South Road
Aukland, New Zealand
Phone: +64 (0) 9 984 5700
Fax: +64 (0) 9 984 5720

© Copyright 2009 Marshal8e6. All rights reserved. Marshal8e6 is a registered trademark of Marshal8e6. All other product and company names mentioned herein are trademarks or registered trademarks of their respective companies.