

Dentistry Practice Chooses Trend Micro™ InterScan™ Messaging Hosted Security for Anti-Spam Protection

Dr. Donald Goudy, DDS brings advanced materials and technology into his practice. He and his staff of six rely on the office network to manage treatments and maintain close communications with thousands of patients. As the official team dentist for the San Jose Sharks NHL team, Dr. Goudy is busier than ever. He trusts Trend Micro to keep his infrastructure free from unwanted content and let him remain focused on caring for patients.

“As we grow our online business, we know we can count on Trend Micro to provide security services that fit our business model. Small businesses like ours are especially dependent on our technology partners. We’re happy that Trend Micro understands not only the technology that we need, but how to make it practical for our environment.”

— Dr. Donald Goudy, DDS

KEY BENEFITS

- Fast, easy solution to the spam problem
- Managed service that avoids IT requirements for the local office
- No software to install or support on the local network
- Ability to upgrade if outbound message protection is required

An Online Practice

The office staff at Dr. Goudy’s office relies on email to stay connected to thousands of patients and to coordinate schedules and services. The success of his business brings about 20 new patients to the office each month, and keeping the practice running smoothly requires that the network—and particularly email—be continuously available. Recently, spam had increased to a level that it was impacting office productivity, with almost a thousand spam messages a day arriving in their in boxes. It pointed out that the practice needed an email security solution.

“We use technology so that we can do a better job of caring for our clients,” said Dr. Donald Goudy Jr. DDS. “Spam represents a real downside to the online dimension of our practice. If my staff and I are constantly sorting through spam, it takes away time we could be spending with our patients or working on proactive projects to benefit our patients.”

A Hosted Service Solution to the Spam Problem

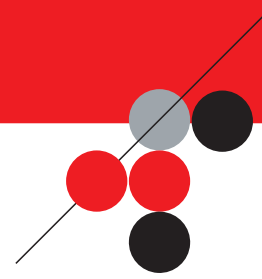
“During a conversation about our office computers, I mentioned to a colleague that we get a lot of spam,” said Dr. Goudy. “That’s when I found out about the perfect solution for our environment—Trend Micro™ InterScan™ Messaging Hosted Security.”

InterScan Messaging Hosted Security removes spam before it reaches the office network. Without any changes to their infrastructure, the hosted service avoids any increased complexity or maintenance requirements for Dr. Goudy’s staff. Getting started required only a simple email to the network service provider. The office’s email is now redirected to Trend Micro, where all messages are inspected and spam automatically tagged. Then the email is sent to its ultimate destination on Dr. Goudy’s office network.

“We used to get almost a thousand spam messages a day,” explained Dr. Goudy. “With InterScan Messaging Hosted Security, we usually see only one spam message every few days that makes it to our in boxes. The rest is caught and put directly into our spam folders.”

Easy, Zero Administration Solution

The hosted solution eliminated the need—and associated costs—for installing and maintaining software on the office systems. Compared to the license fees, yearly update costs, and IT costs for installation and maintenance, the InterScan Messaging Hosted Security gives Dr. Goudy’s practice a very cost-competitive solution. “It was an easy choice,” said Dr. Goudy. “The affordable price, the simplicity, the easy start up, and the avoidance of IT involvement met all of our requirements.”



Optional Expanded Services

Standard and Advanced versions of InterScan Messaging Hosted Security allow customers to choose the type of protection required in their environments. Dr. Goudy's practice currently uses the Standard service. This level provides:

- Integrated powerful anti-spam and anti-phishing with award-winning antivirus and anti-spyware
- Simplified management with preset protection defaults and global spam policy (quarantine, tag, or delete)
- End-user quarantine, allowing users to delete, deliver, and/or approve the message sender (white list)
- Access to reports, message tracking, and password administration
- Streamlined maintenance with all system tuning and updates managed by Trend Micro

In the future, they can upgrade to include scanning for outbound messages as well. For now, they have email scanning and protection from spam, viruses, malware, phishing, and other unwanted content. Content filtering, security policy management, and compliance features are available in the Advanced service level.

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Customer Profile

Dr. Donald Goudy, DDS • San Jose, California • www.smile-designs.com

Dr. Goudy is a native San Josean. He graduated from San Jose State University and received his Doctor of Dental Surgery from Northwestern University Dental School, Chicago, Illinois. Dr. Goudy opened his own practice in April 1994 in San Jose, where he has been an integral part of the community. In 2005 Dr. Goudy was honored by being selected to the San Jose Sharks medical staff where he is responsible for the prevention and rehabilitation of all dental related health issues for the team.

Industry/Vertical: Dentistry

TREND MICRO PRODUCTS

Trend Micro InterScan Messaging Hosted Security

<http://us.trendmicro.com/us/products/enterprise/interscan-messaging-hosted-security/>

Trend Micro, Inc.

Trend Micro Incorporated is a pioneer in secure content and threat management. Founded in 1988, Trend Micro provides individuals and organizations of all sizes with award-winning security software, hardware, and services. With headquarters in Tokyo and operations in more than 30 countries, Trend Micro solutions are sold through corporate and value-added resellers and service providers worldwide. For additional information and evaluation copies of Trend Micro products and services, visit our Web site at www.trendmicro.com.

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