



Carestream Health Gains Broad Frontline Defense Against Email Threats With Proofpoint

Carestream

The Challenge

- Stop a tidal wave of spam, malware, and email-based threats from getting to 8,500 mailboxes
- Achieve more visibility and fine-grained control over how threats are detected and addressed
- Accommodate a complex aliasing scheme for multiple divisions of the company

The Solution

- Proofpoint Email Protection
- Proofpoint Targeted Attack Protection with Attachment Defense

The Results

- Stopped over 90% of spam and phishing attacks immediately
- Supported the company's complex email aliasing structure with flexible configuration
- Streamlined management into one console
- Assumed new responsibilities without increasing headcount, enabling staff to build new skills

The Organization

Carestream is a dynamic, global company committed to making its customers successful through innovative, elegant solutions in medicine, dentistry, and industrial imaging. Its radiology, IT, and dental imaging systems help doctors achieve better treatment outcomes. Non-destructive testing products capture high-quality images for aircraft inspection, assemblies, castings, and forensics. Finally, inventive Advanced Materials technologies are used in printed electronics, solar-panel, and touch-screen applications. Carestream's large number of subsidiaries made the email environment more complicated. Only Proofpoint could deliver the email protection it needed.

The Challenge

Carestream uses IBM Domino as its email platform to support multiple domains. Domains have different aliases, so incoming mail must be forwarded to the correct domain. The IT team also manages another set of group address listings, which aren't mirrored in Domino.

In the past, Sophos antivirus and IronPort solutions had been enough. But the threat landscape has changed drastically, and Carestream needed more control and granular visibility.

"We were overloaded with spam, phishing, spoofing and malware," said Gary Shellenbarger, Manager of Infrastructure Technologies and Engineering for Carestream. "We needed more fine-grained control over how we handled suspicious messages and attachments, and a new solution also had to work with our aliasing scheme."

Some of his users were getting hundreds of spam and malicious emails a day. Spoofed emails asked for confidential information. Others tried to get users to click on attachments. If someone got a spoofing message, it spawned a rash of emails to everyone else to warn them that the message wasn't valid. End users wasted valuable time trying to figure out what was valid and what wasn't. Meanwhile, ticket volumes skyrocketed for support staff. Several times each week someone clicked and got malware, and the support team had to manually find, block, and clean it up. When ransomware started to get through, the job got even harder. Shellenbarger's team had to remove the affected machine, re-image it, and check all of the network shares attached to it.

"The threats aren't just about the computer anymore," he said. "Now they can potentially affect a large portion of the infrastructure."

"It all goes back to the Proofpoint algorithms...Proofpoint is our choice of frontline defense for our company."

Gary Shellenbarger, manager of infrastructure technologies and engineering, Carestream Health

The Solution

Flexible, insightful and effective

The IT team looked at several possible solutions. They evaluated IronPort again, but it was too costly. They considered moving their mail platform to Google, but it was totally cloud-based with even less control than they already had. IBM Domino functioned as a gateway but lacked strong built-in spam and malware fighting capabilities. And Sophos couldn't handle Carestream's vanity addressing and aliasing.

"We found Proofpoint to be the best solution on the market," Shellenbarger said. "It gave us the option to host in the cloud and keep servers on-premises, and it had the most features. We also talked to the Proofpoint support team and other customers. It was a great fit."

Carestream set up a proof of concept using Proofpoint Email Protection and Proofpoint Targeted Attack Protection with Attachment Defense. Initially they handled a small volume of email and prepared for a broad launch. When they moved forward with Proofpoint, they simply changed the MX record. Immediately, the IT team saw spam and phishing attacks go down by over 90%.

The Results

Expanding team skills

Proofpoint dramatically simplified email security management—to the point where Carestream saved half of a full-time person's job each week. With hosting in the cloud, Carestream staff didn't have to install or come up to speed on the inner workings of the application. That made things easier. They also can manage everything through one interface. No longer did they have to learn and constantly look at two different consoles to have a detailed view of what's going on.

"Proofpoint saved us so much time that my group took over mobile device management services with no extra headcount," Shellenbarger said. "My team can multitask, which is good for them because they gain more skills and become more valuable."

Users love it

Carestream turned on the Proofpoint end user digest, allowing users to control a lot of their own mail. If anything valid is caught, users can decide whether to release it or continue to block it. And they don't have to contact the support team to handle it.

"Users noticed the lower volumes right away," Shellenbarger said. "When we turned on the digest, they could see the large number of emails that we blocked that might be valid. We explained that they're still not seeing everything we block. We got a lot of very positive email, which was encouraging and a big pat on the back for the team."

Memorable support

Shellenbarger said that their Proofpoint sales and support teams delivered stellar, outstanding service. He added that there was also a lot of good documentation, Proofpoint was easy to deploy, and is highly configurable. The Carestream team adapted easily to the change.

"We've had phenomenal response from the Proofpoint team after the sale," he said. "That relationship just builds. They bring new things to our attention, and they periodically review our environment and offer suggestions. It's been a real good relationship for us."

Frontline defense

Shellenbarger said that he would recommend other companies look at industry-leader Proofpoint, and he also stressed the importance of continuing to educate end users.

"It all goes back the Proofpoint algorithms," he said. "We have less spam, phishing and malicious attachments. And because email is the primary vector for threats, Proofpoint is our choice of frontline defense for our company."

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For more information, visit proofpoint.com.

ABOUT PROOFPOINT

Proofpoint, Inc. is a leading cybersecurity company that protects organizations' greatest assets and biggest risks: their people. With an integrated suite of cloud-based solutions, Proofpoint helps companies around the world stop targeted threats, safeguard their data, and make their users more resilient against cyber attacks. Leading organizations of all sizes, including more than half of the Fortune 1000, rely on Proofpoint for people-centric security and compliance solutions that mitigate their most critical risks across email, the cloud, social media, and the web. More information is available at www.proofpoint.com.

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