

## CaseStudy: **Massena Memorial Hospital**

### **Fortifies Systems Against Ransomware Attacks and Healthcare Breaches with Comodo's Advanced Endpoint Protection**

#### **SUMMARY**

Massena Memorial Hospital is an accredited, 50-bed facility with nine specialty outreach clinics in Upstate New York. The hospital has a medical staff of approximately 400 full-time employees, ranging from providers and nurses to support staff and administration. Currently, the hospital has 370 endpoints distributed across its main campus and underlying clinics.

After seeing numerous reports on healthcare facilities across the globe being impacted by devastating ransomware and malware attacks, the hospital technology team was interested in investing in a new, more advanced [endpoint protection](#) product. The hospital's IT team knew of Comodo's industry-leading enterprise security offerings because they used Comodo-branded digital certificates for years. Though the Comodo CA brand was sold to Francisco Partners in November 2017, the relationship laid the groundwork for the hospital's next steps in cybersecurity enhancement. After careful consideration between four other vendors and countless hours spent on demos and testimonials, Massena Memorial Hospital's tech support team selected Comodo's Advanced Endpoint Protection (Comodo's AEP) solution.

#### **Before Comodo**

Previously, Massena Memorial Hospital had been working with Kaspersky Enterprise as its endpoint security solution provider. After the headline-making ransomware attacks on healthcare organizations like Britain's National Health Service (NHS)—which caused thousands of appointments to be canceled,

ambulances and patients to be diverted, and delays in test results, just to name a few consequences—it was time for the hospital to start looking for a stronger, unpenetrable replacement.

The hospital immediately initiated vendor evaluations—and was especially drawn to Comodo, not only because of its positive relationship with the SSL certificate side of the business, but because of its endpoint protection product's ability to completely eliminate 'hour zero,' the time between when a file is downloaded to a computer and when security software determines whether it's good or bad, thanks to autocontainment and instant verdicting.

During the Comodo demo, a support tech from the hospital infected his computer with ransomware and watched firsthand how Comodo's solution proactively responded to instantly identify and eliminate infection. Comodo's demo stood out, well above competition from endpoint security vendors Symantec, TrendMicro, Forcepoint and Kaspersky. On top of the superior malicious file verdicting, Massena Memorial Hospital noted that the Comodo sales team was incredibly helpful throughout the demo process and offered an extremely affordable approach to malware protection.

"In the healthcare industry, one small breach is enough to shut us down," said Abe Elie Bejjani, IT manager at Massena Memorial Hospital. "During the demo, Comodo's containment solution seamlessly took care of the infection, and it was very impressive. Having a product like Comodo's AEP that is easy to manage and trustworthy is our ROI on security."

## Unparalleled Industry-leading Endpoint Security

For hospitals like Massena, blocking malicious infections has been difficult. Comodo's AEP turned that 180 degrees around with its industry-leading autocontainment approach that allows only good applications to run with complete usability. With Comodo's AEP, unknown files are run in an isolated container, where static and dynamic analyses are performed. The files cannot leave the container until they have an actual verdict. While the file is in the container, the hospital's end-user productivity or computer resources are not hindered in any way.

"The anti-malware industry is clearly broken because it has been chasing its own tail with security approaches that cause massive time gaps before determining if files are malicious or not, giving malware infections free reign," said Melih Abdulhayoglu, CEO and founder of Comodo. "The only effective way to stop zero-day, unknown threats is for our industry to move to an auto-containment, instant-verdict approach like Comodo's AEP that stops

giving unknown files unfettered access to computer resources and eliminates 'hour zero,' caused by other vendors' lengthy time lapses."

With Comodo's AEP, 92 percent of files receive a good or bad verdict within 45 seconds. The other 8 percent are elevated to Comodo expert security analysts, which render a verdict within four hours—faster than any other vendor in the industry, with the next leading competitor guaranteeing a verdict within a full 24 hours. All the while, the file remains in containment, unable to impact customer systems.

"It's a proactive approach to stopping malware instead of having to remediate once the hospital has become infected," said Bejjani. "Threats are always changing, and companies are always playing catch up, but having a partner like Comodo that can handle threats online and on the endpoint gives us a great deal of confidence and immediate action."

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For more information on Comodo AEP, visit <https://360.comodo.com/advanced-endpoint-protection/>

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## About Comodo

Comodo Security Solutions Inc. (CSS Inc.) is transforming cybersecurity with protection for endpoints, networks and web servers that is proven to be effective against the most advanced malware threats, including even new and unknown threats. CSS Inc.'s innovative autocontainment technology provides a trust verdict for every file, so that only safe files can run, without impacting user productivity or computer resources. With its global headquarters in Clifton, New Jersey, Comodo also has international offices in China, India, the Philippines, Romania, Turkey, and Ukraine. For more information, visit [comodo.com](https://comodo.com) or our [blog](#). You can also follow us on [Twitter](#) (@ComodoNews) or [LinkedIn](#).



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