"I can't think of an occasion where [Network Box] didn't address a problem the same day. Most things are handled almost immediately; I'm not quite sure how they do it, but they do it."

John Healy
Network Administrator

INDUSTRY   Healthcare

BACKGROUND   Located in Belle Mead, New Jersey, Carrier Clinic is one of that state's largest private, not-for-profit behavioral healthcare facilities specializing in psychiatric and substance abuse addiction treatment. Since its inception in 1910, the center has provided a comprehensive spectrum of expert care and education for adolescents and adults alike.

According to John Healy, Carrier Clinic's network administrator, the facility has a staff of 350 computer users, inclusive of part-time employees who might come in just a couple of times a month but still have to log into the system.

"We have several user groups that have different levels of access – from no access to unrestricted access," says Healy. "We're a behavioral healthcare institution. We also operate a residential treatment program and a private, special-education school for adolescents. We need network access for most of our staff, but we definitely do not want the same level of access for residents and students."

Because the clinic serves several functions and has a variety of computer user groups, Internet content filtering has been a major priority.

"We were using a so-called multi-function device that was basically just a firewall," says Healy. "It may have had

the web proxy, but I don't believe it did much in the way of content filtering. Also, it was difficult to manage. We needed a real UTM appliance and one that we didn't have to manage ourselves. Our IT team is small and we don't have any security specialists, so it made sense for us to outsource."

In 2006, a consultant familiar with the expertise that Network Box USA has in content filtering and managed network security – not to mention how they help healthcare institutions comply with regulatory acts like HIPAA and HITECH – recommended them to Carrier Clinic. The clinic took the advice, and a Network Box UTM (unified threat management) appliance was installed, with all the functions enabled, not just content filtering and a firewall, but also intrusion detection and prevention, anti-virus, anti-spyware, and anti-spam.

"Since then, if we need to change anything – add a site or subtract a site from those access groups – it's been very easy," Healy says. "We just pick up the phone and call Network Box USA, and they handle everything – from the firewall to the web proxy to the spam filtering."

Healy has special praise for the rapid responsiveness of the Network Box USA support team.

"I can't think of an occasion where they didn't address a problem the same day. Most things are handled almost immediately; I'm not quite sure how

they do it but they do it. They're also very accommodating."

As an example, Healy cites the time when one of the clinic's vendors changed IP addresses. "We'd had a virtual private network set up with them, and this meant we had to change it. The vendor, though, didn't want it done during business hours. So we asked Network Box USA if they could do it at 10 o'clock at night. With most managed service providers, that would normally involve some negotiation and might result in an extra charge for the overtime. But with Network Box USA, that never came up; they just said, 'Sure, we can do it at 10 o'clock' – and they did."

Another example involved the proxy server and the clinic's need to completely restrict Internet access to non-privileged users. Network Box USA met this requirement, even though it was the opposite way they set up for most of their customers, who start with all access allowed and then selectively add restrictions.

As for tangible results Carrier Clinic can attribute to the Network Box solution, Healy says, "I see the statistics about the email messages and how many intrusion attempts are made and blocked – and they're very many. But as far as how much damage that would have been caused if Network Box hadn't prevented it, I can only imagine. As the saying goes, it's hard to prove a negative."