

## Humana Deploys McAfee ePolicy Orchestrator 3.0 with the Guidance of McAfee Expert Services

### At a Glance

#### Industry

Insurance/Health Benefits

#### The Challenge

Migrating 15,000 nodes from ePolicy Orchestrator 2.51 to ePolicy Orchestrator 3.0

#### The Solution

McAfee Expert Services and ePolicy Orchestrator

#### The Benefits

- McAfee Expert Services provided an expert consultant onsite for a week to make the transition from ePO 2.51 to 3.0 seamless and effortless
- McAfee also provided onsite training and education on new ePO 3.0 reporting tools
- ePO 3.0 deploys security-protection products from a variety of vendors, including Symantec
- ePO manages and enforces security policies, and produces detailed reports from a central console
- ePO manages the organization's entire defense against malicious code and virus threats across desktops, file servers, groupware servers, and gateways
- ePO handles up to 250,000 clients from a single console

During the last wave of virus outbreaks, organizations from a wide spectrum of industries were unprepared and suffered severe downtime and markedly increased operational costs. Companies today are faced with fewer resources and tighter budgets, coupled with the added pressure to improve security and network performance.

Humana's commitment to maintaining the privacy of personal health information makes data integrity and security critical business issues. Humana also adheres to strict guidelines set forth by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Security Standard and maintains C2 security certification to protect the confidential records of military personnel. Humana continually seeks ways of effectively minimizing the risk of data corruption or loss of data resulting from infection by a virus or worm. To do this, Humana's IT Department needs visibility into its network and a tool to help manage and maintain its security controls.

Humana, headquartered in Louisville, Kentucky, has a 15,000-node environment with multiple offices located nationwide and three major processing centers. Typical bandwidth ranges from a minimum of one T1 to T3s with twenty percent of the desktops being mobile users. Humana has a multitude of platforms within its network: Windows® 95, 98, NT 2000, and XP.

Humana has been a McAfee® customer since 1995. In 2003, the company selected the Active Virus Defense Suite as its standard anti-virus solution set. One of the key solutions of this suite is McAfee ePolicy Orchestrator® (ePO™), which integrates best-of-breed components, regardless of vendor, into a single, powerful, and flexible solution. It allows an organization to implement and enforce a proactive anti-virus policy that fits the organization's business requirements. It provides clear, concise, enterprise-wide reporting for continuing visibility, which ensures that all desktops and servers are updated and properly configured.

Prior to deploying McAfee ePolicy Orchestrator, Humana did not have a centralized management system for updating its network or for monitoring protection updates or compliance. ePO has saved Humana time and expense by providing a centralized capability for pushing out updates and by replacing Humana's use of login scripts. The centralized management of ePO was also a better fit for the company's existing products.

ePO helps Humana manage and maintain its security controls. With ePO, Humana's system protection is constantly enforced, and the IT department can easily monitor its enterprise-wide compliance at the click of a button. Humana uses ePO to schedule tasks, and the ePO agent enforces those tasks. When an outbreak occurs, and McAfee releases a DAT file to combat it, ePO is set to update automatically, so when employees arrive the next day, their machines are already protected.

ePO also plays an integral role in helping Humana prepare for regularly scheduled external audits by the government. These external audits are referred to as C2 certifications and are conducted by the government to ensure that confidential military personnel medical records are properly safeguarded and protected.

**The Company**

**Humana Inc., headquartered in Louisville, Kentucky, is one of the nation's largest publicly traded health benefits companies, with approximately 6.6 million medical members located primarily in eighteen states and Puerto Rico. Humana offers coordinated health insurance coverage and related services—through traditional and Internet-based plans—to employer groups, government-sponsored plans, and individuals**

**Humana offers coordinated health insurance coverage and related services through administrative services products, preferred provider organizations, consumer-directed plans, health maintenance organizations, government-sponsored plans, plans for U.S. military dependents and retirees, and individuals**

**The company's specialty products—dental, life, and disability insurance—complement its core health offerings. Humana provides health benefits and related services to companies ranging from fewer than ten to tens of thousands of employees**

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When ePolicy Orchestrator 3.0 was released, Humana took advantage of the enhancements in this newest version of ePO and migrated from ePO 2.51 to ePO 3.0. Humana engaged McAfee Expert Services to assist in this migration. Expert Services, which is the professional services and educational organization for McAfee, assisted with the rollout of ePO 3.0, including knowledge transfer, spur-of-the-moment fixes, and hands-on expertise. Humana had a very positive consulting experience, citing that the Expert Services consultant was very knowledgeable, proficient, flexible, and had a solid Windows-platform background. The knowledge transfer portion of the engagement also gave Humana further insight into how to get the maximum return on investment from the ePO deployment, and the rollout assistance enabled Humana to reap the benefits of ePO very quickly.

Humana is very satisfied with the new reporting tools and uses them on a daily basis. The company utilizes the following reports: DAT deployment, top-ten viruses, viruses-over-time, and a compliance summary (which is a new report in ePO 3.0).

**About McAfee Expert Services**

McAfee Expert Services is the professional services and educational organization for McAfee, delivering strategic solutions to the complex problems facing network and security management. Expert Services develops successful strategies to dramatically reduce network security risks and improve network performance, while saving organizations money by eliminating unnecessary spending and improving the capabilities and efficiency of existing resources. Expert Services is committed to providing customers with unmatched expertise and service quality that meets the increasing business demands of doing more with less.

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