



ENCRYPTED FOR COMPLIANCE

Client Profile

A nationally recognized, not-for-profit, charitable, healthcare organization serving and supported by the community.

Challenges

As is the case for many healthcare organizations, the client was facing the considerable challenge of adhering to extremely stringent compliance requirements that exist in the industry. The organization had already invested in and installed PGP encryption software from Symantec.

However, the critical software had only been implemented on a handful of computers, leaving information stored on thousands of unprotected machines very vulnerable. The healthcare provider was under particular scrutiny after losing two machines that were not yet encrypted. As such, the client was on an extremely tight timeline to get the remaining machines up to compliance standards—all 13,000 of them in just six months.

To top it off, computers in all healthcare facilities, including those operated by the client, are used continuously. This would require a nearly silent installation during which users would not be disrupted from completing their time-sensitive work and eliminated the possibility of any system downtime.

Solution

A product of deep industry knowledge and specialized technical capabilities, CBI brought two unique value-adds to the encryption solution. First, as trusted advisors and true consultants, the CBI team put the critical customer requirements of nearly silent installation and maximum up time above all else. Second, the PGP product required custom software coding in order to conceal the update from users. Because CBI opts to employ software and industry-specific specialists—as opposed to IT generalists—the engineer on the project was able to execute this custom coding, also known as a “wrapper”.

When the PGP software required user involvement, the CBI wrapper would input the requested information automatically, eliminating the potential for user error or interruption of patient-sensitive data usage. The wrapper informed employees of the upcoming install and mandatory reboot that would occur after the installation and provided several delay options—allowing network users to select a convenient time or grant approval to update while out of office.

In order to ensure that the client's Emergency Rooms were fully operational at all times during the transition, the CBI team performed a gradual update of the machines in each ER three days prior to the forced update time, at which point the remaining machines were all installed with the PGP encryption software.

Results

In an industry as sensitive as the world of healthcare, expert execution of IT updates and software implementation is absolutely vital. The custom CBI solution created for the client delivered unprecedented value. As a result of the wrapper, a nearly silent installation was performed, allowing the healthcare provider to operate at its usual level of efficiency and maintain patient confidence. The ability to execute the update with no downtime ensured sustained employee output and optimal patient care—keeping patients satisfied.

Following encryption of the 13,000 machines—which CBI executed fully in just three months—the healthcare provider was able to meet compliance requirements on an ongoing basis, resulting in significant cost avoidance.

OVERVIEW

Industry	Solution
Healthcare	PGP - Symantec Encryption

CBI Generated Results

- Execution of nearly silent installation
- Sustained employee output and optimal patient care
- Encryption of 13,000 machines in just three months
- Ongoing satisfaction of compliance requirements

CBI CASE STUDY