

Healthcare Case Study Beth Israel Deaconess Medical

File transfer problems.
Solved.



Top U.S. hospital improves security and HIPAA compliance with Accellion Secure File Transfer.

Background

Ranked by US News & World Report as one of the nation's top hospitals, Beth Israel Deaconess Medical Center (BIDMC) is renowned for excellence in patient care, biomedical research, teaching and community service. Among independent teaching hospitals, BIDMC is the fourth-largest recipient of biomedical research funding from the National Institutes of Health. To maintain its world-leading status – and funding – BIDMC relies heavily on their email system to quickly share information among staffers and outside researchers.

Challenges

Faced with growing evidence of a rising trend among users to send more and more data off the network through unsecured or third party services outside of the IT department's control, BIDMC's CIO Dr. John D. Halamka was quick to realize the significant HIPAA risk potential this presented if data confidentiality is compromised. However, as BIDMC tightened email policies and practices, they realized they were pushing users to less secure solutions as "work-arounds". As a result, the volume of unsecured transactions started to climb and it was clear the implementation of an end user friendly and much more secure solution was needed.

Initially BIDMC looked to a home-grown solution. Although it met the need for providing a secure file transfer service, the everyday management was too involved and the solution was not user friendly. Realizing the amount of development effort and ongoing administrative overhead it would take to remedy the solution's shortcomings, Dr. Halamka decided it was much more prudent to find a commercial product that was backed by strong technical support.

Solution

A search quickly led Dr. Halamka to Accellion. Accellion's Secure File Transfer System offered the only solution to address all of BIDMC's requirements including end user friendly interface design; network virus protection; and more importantly, key management capabilities such as security monitoring and process control.

Today BIDMC can securely share vast amounts of information in a timely manner among the staffers and outside researchers. When asked about the solution Dr. Halamka is quick to respond, "A CIO

measures the quality and effectiveness of a solution based on the ratio of complaints to compliments. Before implementing Accellion's secure file transfer solution I received numerous calls about ad hoc large file transfers, today I have received zero inquiries and numerous compliments. That alone speaks volumes."

"Before implementing Accellion I received numerous calls about ad hoc large file transfers. Since its deployment I have received zero inquires and numerous compliments. That alone speaks volumes"

John D. Halamka, M.D. M.S.
CIO of Harvard Medical School,
CIO of Beth Israel
Deaconess Medical Center

BENEFITS

- Ability to send and receive large files in real-time
- Security/Privacy (HIPAA) compliance
- IT control of file transfer
- Ease of use for non-technical users
- Minimized IT support for file transfer
- Network virus protection
- Security monitoring and process control

Beth Israel Deaconess	
Deployed since	2006
# of Appliances	1
Location of Appliances	U.S.
LDAP/AD directory integration	Yes
Web Interface	Customized
Virus Protection	Yes

