



CASE STUDY (DIGITAL GUARDIAN)

Children's Hospital Protects Protected Health Information with Managed Data Loss Prevention

The Business Challenge

A children's healthcare network of hospitals needed a data loss prevention (DLP) solution to protect over 7,000 endpoints across 16 of their hospital locations. All facilities in the system had a requirement to stay compliant with HIPAA by safeguarding their substantial protected health information (PHI). The hospital system's Corporate Privacy and Information Security Officer was also concerned about the organization's own intellectual property, and the potential damage of a data leak, or access by unauthorized users.

Critical Success Factors

The hospital's security team wanted a cybersecurity ally who could offer a managed service to triage incidents and work in partnership with the hospital to develop and implement policies specific to their environment. "We're a very small compliance and privacy team, and we really needed a partner that was reliable and consistent in their ability to support us," their Information Security Officer said of the selection process.

"We used industry analyst reports such as Gartner to assist us in identifying the best vendor options, and those who could provide us with the best possible solution to meet our needs," she added. "After an RFP process, we determined Fortra's Digital Guardian was the best fit for us."

The Solution

Digital Guardian's Managed Service Program (MSP) implemented smoothly, with the hospital system's security team assisting, and Fortra guiding the hospital through policy deployment.

DATA TYPES WE PROTECT

FINANCIAL SERVICES

- Payment Card Industry (PCI DSS)
- Personally Identifiable Information (PII)
- Deal Management Information, Trading Algorithms, Financial Modeling, IPO Plans, M&A Plans

HEALTHCARE

- Protected Health Information (PHI)
- Personally Identifiable Information (PII)
- Patient Financial Information, Including Payment Card Industry (PCI DSS) Data, Claims & Cost Data
- Unstructured Data Such as R&D, Clinical Data, Patient Behavior & Sentiment Data

ENGINEERING/MANUFACTURING

- Source Code
- Customer Intellectual Property (IP)
- Design Specifications, CAD Drawings, Blueprints
- Formulas, Business Processes, Supplier Contracts

TECHNOLOGY

- R&D Data
- Customer Contracts
- Source Code, Patents
- Privacy Data

“Establishing policies and gaining an understanding of how Digital Guardian identified and triaged incidents was a very simple process. I’ve enjoyed working with the Fortra team; they are responsive to my requests and are exceptional partners in helping us keep our company’s confidential information safe.”

— Corporate Privacy and Information Security Officer

Results

The hospital’s Corporate Privacy and Information Security Officer summarized their results: “The number of incidents since implementing in 2016 has dramatically dropped, and the number of critical incidents is at an all-time low. Our employees respect that we are monitoring our network and systems and are adhering to our policies. Digital Guardian has significantly improved our security/privacy posture. There’s a learning curve, and over time we changed our policies to reflect the use of new technologies.”

FORTRA™

Fortra.com

About Fortra

Fortra is a cybersecurity company like no other. We’re creating a simpler, stronger future for our customers. Our trusted experts and portfolio of integrated, scalable solutions bring balance and control to organizations around the world. We’re the positive changemakers and your relentless ally to provide peace of mind through every step of your cybersecurity journey. Learn more at fortra.com.