Managed File Transfer for Healthcare

A compliant managed file transfer solution to secure and automate the movement and integration of data is just what the doctor ordered

goanywhere
by HelpSystems

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DID YOU KNOW?

40 Million

**Forty million Americans were affected by health data breaches in 2019 –
a 65 percent increase from 14 million in 2018.**

Fortified Health Security

Executive Summary

The best treatment for sensitive healthcare data? A secure file transfer solution

HelpSystems MFT

HelpSystems is a recognized leader in the secure managed file transfer software industry. We work to help organizations solve their digital business challenges by simply and securely automating the flow of information between people and places.

GoAnywhere Managed File Transfer (MFT) is an award-winning managed file transfer platform, enabling secure mission-critical exchanges of data both on-premises, in the cloud, or via a hybrid environment. Our data exchange solution is trusted and relied upon by enterprises of various sizes, all across the world.

We have a passion for helping healthcare organizations secure their file transfers and are no stranger to assisting our healthcare clients meet stringent mandates like Health Insurance Portability and Accountability Act (HIPAA), Health Information Technology for Economic and Clinical Health Act (HITECH), General Data Protection Regulation (GDPR), and others. We understand your industry, your needs, and your pain points when it comes to file transfer infrastructure.

Meet MFT

MFT is a technology platform that uses administrative controls, support for security protocols (like HTTPS, SFTP, FTPS), and automation capabilities to help companies securely share various types of data. This includes sensitive or compliance-protected data, as well as high-volume data.

Unlike traditional file transfer software, MFT provides enterprise-level data security, as well as data transfer automation through integration with back-end systems. Administration is easy, yet detailed enough for complete control of your file transfer system.

MFT replaces insecure legacy systems, homegrown servers, manual delivery, expensive leased lines, and Virtual Active Networks (VANs) with a top-performing, scalable alternative.

Executive Summary

The best treatment for sensitive healthcare data? A secure file transfer solution

What Can an MFT Solution Do?

MFT solutions represent a critical opportunity for healthcare providers to integrate IT security with Electronic Health Records (EHRs). This makes medical information more easily – and securely – accessible and shareable.

The right MFT solution will help an IT professional ensure data is protected and that the healthcare organization accomplishes all its efficiency, productivity, compliance, and security goals.

It is vital for your IT infrastructure to be able to handle and house data from all departments including:

- Billing (insurance)
- EHRs on private data
- Email communications between physicians and nurses
- Files exchanged between senior leadership and board of directors
- And more!

When was the last time you revisited your file transfer software? At HelpSystems, we have seen it all – from hospitals and clinics using a hodge-podge of disparate FTP – to clients who were using sophisticated MFT platforms, but needed a change to reduce costs, as well as increase ease-of-use for the end user.

Ask Yourself This

Before reading this guide, we recommend your IT department and senior leadership consider these five questions:

- Are your file transfers secure and encrypted, both at rest and in motion? Especially when sensitive information is involved.
- How compliant are your file transfers with laws and regulations that impact our data exchange?
- Is your current file transfer infrastructure a burden to your external trading partners?
- Are you able to meet your increasing high-volume data exchanges every time?
- Are your employees satisfied with your current file transfer infrastructure? How can the job be made easier?

HelpSystems is Here to Help

From dramatic cost cutting, to eliminating manual processes, to strengthening data encryption and more, an enterprise secure file transfer solution is **just what the doctor ordered** for the healthcare industry.
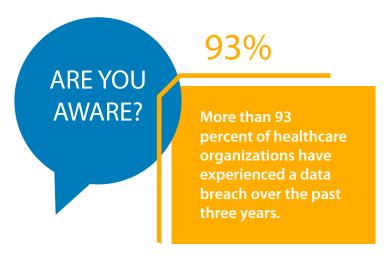
How to Enhance a Data Protection Strategy

Enhance your data protection strategy – from HIPAA to HITECH

How to Enhance Your Regulatory Compliance Initiatives with an MFT Platform

The number of data breaches within the healthcare industry is alarming to say the least. From a patient perspective, it is more than disconcerting to think personal information could end up in the wrong hands after something as simple as a check-up at the doctor's office. Trust is monumental, especially in the healthcare industry, therefore it's crucial to keep the trust between patients and healthcare organizations strong and secure.

A key part of keeping the trust of current and future patients involves having an IT infrastructure in place designed with the optimum levels of security, which includes complying with healthcare regulatory requirements and securing patient data.

ARE YOU AWARE?

93%

More than 93 percent of healthcare organizations have experienced a data breach over the past three years.

The 2020 Healthcare Cybersecurity Report (Herjavec Group)

How to Enhance a Data Protection Strategy

Enhance your data protection strategy – from HIPAA to HITECH

What's at Stake?

The high cost of lawsuits, non-compliance fines, legal settlements, business disruptions, productivity loss, and revenue loss far exceed the cost of good security hygiene. According to Ponemon's report, "The True Cost of Compliance with Data Protection Regulations," non-compliance costs can reach an estimated of $14.82 million.

When it comes to securing data, there are no easy answers or guarantees. However, there are best practices that will help you ensure you're doing everything possible to better protect patient data and meet compliance requirements.

Questions to Consider

Here are a few questions to consider when determining your organization's compliance readiness:

1. Are your organization's data security policies up to date? Do you hold employee security training courses on a regular basis?
2. Are you facing limitations with operational visibility, in terms of identifying data breach vulnerabilities or risks?
3. Do you have a current plan or procedure in place if your organization were to experience a data breach?
4. Is your organization prepared for a regulatory compliance audit?

DID YOU KNOW?

2.71 Times

Non-compliance costs 2.71 times the cost of maintaining or meeting compliance requirements.

The True Cost of Compliance with Data Protecting Regulations Report (Ponemon Institute)

How to Enhance a Data Protection Strategy

Enhance your data protection strategy – from HIPAA to HITECH

From HIPAA to HITECH: Compliance by Design

Managing healthcare compliance for HIPAA and HITECH is a complicated task and can't be solved by technology alone.

Being compliance-ready requires a fully visible and well-governed IT infrastructure, data can be more effectively managed and protected. Although the process of compliance can be complex, it is often less so with the right strategy and tools at hand.

In conjunction with other security measures like data protection and antimalware software, MFT offers a secure and reliable solution to support the secure management of patient data in its various states, including both at rest and in transit.

ARE YOU AWARE?

$133.7 Billion

Worldwide spending on cybersecurity is forecasted to reach $133.7 billion by 2022.

Gartner

How to Enhance a Data Protection Strategy

Enhance your data protection strategy – from HIPAA to HITECH

How an MFT Platform Can Help Healthcare Organizations

Data movement is a constant within all organizations; however, healthcare organizations often face greater scrutiny when it comes to their process of secure and efficient movement.

If you want to design a data security and compliance strategy with great efficacy across all stages, an MFT platform is crucial at every stage. In its simplest definition, MFT software is a mechanism to manage the secure, visible, and efficient exchange of data.

Let's take a closer look at how the MFT platform helps healthcare organizations meet their business needs with the file transfer efficiency and security of an MFT platform:

1. Maintain Operational Visibility

An MFT platform can help reduce blind spots, so organizations have the visibility, control, and insight needed for an IT infrastructure to thrive.

For example, an MFT platform can help identify failed data transfers or multiple login attempts, and at the same time you can have automated alerts set up to enable a faster response time and mitigate any further security risks.

2. Automate to Save Time and Reduce Errors

Automating file transfers helps organizations to avoid thevulnerabilities and inefficiencies of manual file transfers. It

also helps organizations meet compliance and security mandates through automatic policy enforcement.

Through an MFT solution and its advanced automation functionalities, an organization can gain immediate and long-term benefits, with reliable and error-free file transfers.

3. Integration

Healthcare organizations, regardless of size or specialty, rely on a variety of disparate systems – often leaving IT departments at a disadvantage.

Integrating disparate systems with a MFT solution simplifies data management in various ways, starting with a centralized dashboard to manage data activity within the environment. This helps IT departments have a greater degree of insight into security and productivity vulnerabilities.

4. Enhance Security and Compliance

The data volume and flow within a healthcare organization is continuous. When files are not being moved within the organization, then they are being moved outside.

An MFT solution provides a centralized platform with a number of key functionalities like real-time activity monitoring, tracking, and robust logging. Combined, this helps healthcare organizations to seamlessly manage the secure and efficient exchange of data, while supporting compliance requirements like HIPAA and HITECH.

Making a Case for MFT

3 Reasons why you need MFT

Ask Yourself This

If you're unsure about whether or not your organization needs an MFT solution, consider asking yourself these questions:

- Do you lack full operational visibility over your network?
- Do you rely on outdated and/or manual processes to manage business-critical processes and workflows?
- Do you have shadow IT concerns?
- Are you concerned that your organization may not meet security and compliance mandates?
- Are you dealing with unreliable and slow file transfers?

If you answered yes to one or more of the listed questions, then your organization would benefit from an MFT solution. Keep reading to explore the top three reasons why your organization needs an MFT solution.

Making a Case for MFT

3 Reasons Why You Need MFT

The Top 3 Benefits of MFT

1. Visibility and Control Over Your Network

Retaining visibility is one of the biggest obstacles to handling data. In order to meet the growing amount of data, you need to know where the data is coming from, where it's going, and who can access it – at all times.

An MFT solution enables organizations to track data movement, thus allowing immediate visibility and control. By implementing an MFT solution, it's easier for organizations to drill down into specific file transfer processes and to uncover different factors that may possibly lead to errors. Not only do you get insight into why transfers have failed but, crucially, who is responsible. As a result, problems can be eliminated faster, with no room for dispute over why transfers failed.

In addition to detailed historical data, MFT solutions support real-time data transfer monitoring. This allows you to keep an eye on the most important file transfers as they happen.

2. Increased Operational Efficiency

As organizations grow, so do the needs to transfer data efficiently and streamline business critical processes through time-saving data transfer automation capabilities.

When it comes to handling manual daily tasks and processes with ease, the data transfer automation capabilities that an MFT solution provides will leave you and your team with more time to focus on more important tasks. They also keep productivity steady and reliable, eliminating employee-based limitations such as vacations, turnover, or human error.

With MFT, you can also automate the process of receiving a file, decrypting it, processing and encrypting it, and transmitting it again. This automation not only improves employee efficiency, but it also helps to organize security policies to protect confidential information.

3. Enhanced Data Security

Data security is the practice of identifying and protecting sensitive data, along with ensuring it remains secure throughout its lifecycle. The data that requires protection is dependent on the compliance regulation or standard that governs the organization, like HIPAA and HITECH for healthcare.

MFT solutions enhance data security by:
- Safeguarding sensitive data to prevent unauthorized access
- Helping organizations to achieve and maintain compliance
- Providing a secure, compliant, and controlled way to share data inside and outside your organization – all through a centralized platform
- Encrypting data at rest and in motion
- Limiting the impact of a data breach, as the data cannot be decrypted without the appropriate key

Ensure all data within your network is well protected with an MFT solution. Not only do MFT solutions deliver an added layer of enterprise security to protect your sensitive data and intellectual property, but they also allow your users to remain productive.

Healthcare Case Studies

How GoAnywhere has helped healthcare organizations

Case Studies

Explore real world examples showcasing how GoAnywhere has been a valuable asset to the healthcare industry.

University of Tennessee Medical Center (UTMC)

The University of Tennessee Medical Center (UTMC) is an academic medical center located in Knoxville, Tennessee and serves patients within East Tennessee, as well as regions in Kentucky and North Carolina.

Their Data Transfer Story

For years, UTMC depended on manual processes to secure, send, and track their file transfers. They used a system they'd cobbled together—written scripts, FTP for incoming transfers, and a task scheduler for outgoing transfers—and it took far too much time to manage.

UTMC realized they needed a better way to send files. They wanted to automate their file transfers and eliminate time-consuming processes like scripting. Moreso, as a healthcare organization, they needed to find a solution that would help them comply with HIPAA security requirements.

How GoAnywhere Helps UTMC

Upon discovering GoAnywhere MFT, UTMC knew GoAnywhere had the capability to do the heavy lifting for them.

Along with reducing the reliance on a single employee, GoAnywhere MFT helps UTMC to:

- Eliminate time-consuming Visual Basic (VB) scripting
- Improve, strengthen, and automate its file transfers
- Fulfill its encryption, scheduling, and monitoring needs
- Comply with HIPAA requirements

Healthcare Case Studies

How GoAnywhere has helped healthcare organizations

Anderson Area Medical Center (AnMed Health)

Anderson Area Medical Center (AnMed Health) is a dynamic, comprehensive health system in Anderson, South Carolina that provides care for patients within eight counties in upstate South Carolina and northeast Georgia.

Their Data Transfer Story

After trying to get by with an FTP server that had a history of being unreliable, AnMed Health knew they needed to find a better and more sustainable solution

Knowing the dangers these file transfer methods brought to their patients' data, AnMed Health decided to look for an alternative solution that would secure their files, improve their business efficiency, and reduce used resources and auditing errors. Enter GoAnywhere MFT – a dream come true for the AnMed Health team.

How GoAnywhere Helps AnMed Health

Along with eliminating the need for 3rd shift Data Center staffing, GoAnywhere MFT helps AnMed health to:

- Save their programming, operations, and network staff over 500 hours a month
- Automate their insurance claims and processing
- Cut green bar paper costs entirely, along with yearly printer maintenance
- Transfer files to vendors that would not have been possible before GoAnywhere
- Maintain their high volume of over 5,000 transfers every month
- Maintain the high security standards needed to meet HIPAA requirements
- Transition tasks that used to take several days to just a few hours

Healthcare Case Studies

How GoAnywhere has helped healthcare organizations

Nemours Children's Health System (Nemours)

Nemours Children's Health System (Nemours) is one of the largest integrated providers of pediatric healthcare in the United States, serving patients within Delaware, New Jersey, Pennsylvania, and Florida.

Their Data Transfer Story

Traditionally, the exchange of data with vendors and clients was both difficult and time-consuming for Nemours staff. Without standardized methods for transferring data, the team began to feel the strain of inefficiency as both the organization and volume of file transfers grew.

There was a clear need for standardization as individuals and teams did not have one singular process to implement their file transfers with vendors and clients. They also knew they needed to stay up to date with security and communication protocols to ensure protected and reliable file transfers.

> *"GoAnywhere has simply redefined our process of automating file transfers. It's amazing what this software can accomplish."*
>
> *– Michael Kuck, Application Engineer,*
> *Nemours Children's Health System*

How GoAnywhere Helps Nemours

Along with meeting their key needs, GoAnywhere MFT helps Nemours to:

- Simplify, secure, and automate file transfers
- Consolidate and streamline data transfers
- Reduce the load on crucial servers
- Monitor the external location for available files
- Bring in specific files, unzip, and deploy to their EHRs
- Save time by allowing staff to view documents and deliver correspondence to patients in a fraction of the time it took prior
- Easily implement new projects such as automatically pulling data from a vendor to update internal applications
- Take tasks that used to take several days and filter them down to a few hours – even minutes for tasks like troubleshooting with the use of detailed job and audit logs

Act Now

Take control of your data exchanges

Full visibility and control, increased operational efficiency, enhanced data security, and improved productivity through automation – these are just some of the benefits your IT department gains by taking advantage of an MFT solution.

Discover the rest by experiencing GoAnywhere MFT in your own organization today.

Give Our Flagship Product a Try

Act now to try a free 30-day trial of GoAnywhere MFT and take control of your data transfers.

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About HelpSystems

HelpSystems is a people-first software company focused on helping exceptional organizations Build a Better IT™. Our holistic suite of security and automation solutions create a simpler, smarter, and more powerful IT. With customers in over 100 countries and across all industries, organizations everywhere trust HelpSystems to provide peace of mind. Learn more at www.helpsystems.com.