

DATA LOSS PREVENTION CASE STUDY

THE PROBLEM



ATS saw an opportunity to provide a meaningful benefit to the healthcare community by offering a suite of technology products designed to work either individually or together as an end-to-end virtualized infrastructure solution. But they also recognized that to be successful in this new market, they had to develop a stronger product than other hosting companies were offering. ATS determined that the differentiation they would use to define this service was security.

ATS already had a successful track record in network virtualization and IT consulting, but healthcare was a different animal. Because of the sensitivity of medical information and the stringent requirements set forth by the government, healthcare hosting demanded even tighter security than required for financial transactions. While the company could already boast Top Tier security and reliability mechanisms in place throughout the ATS data center network, Vice President Jerome Quiroga focused on fortifying Data Loss Prevention (DLP) solutions that would provide the most valuable security benefits for medical practitioners and their patients.

THE SOLUTION

ATS already had a DLP solution in place, but the goal was to come to the healthcare market with security in place that exceeded industry (and competitive) standards. "We engaged BEW Global to help us with our security project, and within four weeks had a fully functioning managed data loss prevention solution," said Quiroga.

BEW Global recommended supplementing the security infrastructure with their IntelliSecure service. With IntelliSecure, BEW Global manages the entire DLP infrastructure including hardware, appliances, O/S and DLP applications. They also access the ATS systems daily to provide the following services:

- **DLP Application Health Check & Upgrades**
- **Policy Tuning and Advanced Policy Configuration (Fingerprinting)**
- **Workflow and Remediation Design, Implementation and Management**
- **Event and Incident Notification**
- **User Activity Investigation**
- **Business Process Analysis and Improvement Recommendations**
- **Customized Scheduled Reporting**
- **DLP Hardware, Appliance, Operating System and DLP Application Support**
- **DLP Infrastructure Up-time, Patches, System Security and Upgrades**
- **Real-Time DLP Infrastructure System Monitoring**



BEW Global worked closely with ATS to develop an understanding of what type of information is sensitive so they could customize their solution and develop specific searches by content, context, or concepts. It was also important for BEW Global to understand who handles what type of information, and what the rules are for storing and sharing data.

Rob Eggebrecht, Senior Partner at BEW Global, explained one of the unique aspects of the IntelliSecure product. "We provide an environment that generates business intelligence based on analytics and essential alerts of potential risk. Clients can use this continual feedback and intelligence to increase efficiency and improve business processes, while reducing costs and risk," he said.

THE RESULTS

"The service has been running for eleven months, and the amount of actionable information has allowed our team to identify broken business processes and provide a more secure and cost effective service to our end clients," said Quiroga.

BEW has identified several instances of inappropriate internet usage on at client locations, and sends out alerts when sensitive information has been emailed outside of the company. ATS is a fast growing firm that demands solutions that show a positive return-on-investment, not just an impact on risk reduction," said Rob Eggebrecht, Senior Partner at BEW Global. "Leveraging our IntelliSecure Managed DLP solution, the ATS team focuses on their core business, and our team provides valuable business information that drives risk reduction and operational efficiencies.