

Customer Success Story:

One of the Largest U.S. Healthcare Providers Meets HIPAA Compliance Requirements, Improves Service Level Delivery

Industry

- Healthcare

Customer Profile

- One of the largest healthcare providers in the United States

Challenges

- Transmitting an increasing amount of data during nightly and monthly batch processing
- Meeting data security standards and compliance requirements, specifically HIPAA compliance
- Protecting sensitive information during movement or storage

PKWARE® Solution

- SecureZIP® for i5/OS®

Results

- Transferred data efficiently during nightly and monthly batch processing
- Protected sensitive data against loss and/or theft during transfer, using strong encryption
- Met HIPAA compliance requirements

Company Background

Our client is a non-profit teaching hospital and regional referral center offering full-service hospitals as well as specialty medical and surgical care. The organization also consists of rehabilitation and psychiatric hospitals, as well as a Level II trauma center.

Challenges & Requirements

Each night, our client transfers large batches of Personally Identifiable Information (PII), including patient and procedure information, to partners such as collections companies, market research organizations, and government reporting agencies. When the organization approached PKWARE, they were using PKZIP to compress data for nightly and monthly batch processing; the amount of data being processed had grown considerably since the initial implementation of the product. As a result, they were looking to reduce AS/400 resource utilization and increase the speed of large file transfers.

In addition, recent highly publicized data breaches, as well as required compliance with the Health Insurance Portability and Accountability Act (HIPAA) and other regulations, prompted our client to begin their search for a data security solution that would protect patient and employee information being transferred.

The Solution - SecureZIP

Our client's history with PKWARE and its products made the selection of SecureZIP an easy one. The product's reliability and ease of use also played a large role in the organization's decision. "We haven't had a single problem with it," said the organization's AS/400 Operations Manager & Security Officer.

By leveraging the ZIP compression standard, SecureZIP allows our client to reduce the steps and complexity associated with data encryption by integrating directly into their current FTP process. Faster batch processing transfers to partners frees bandwidth and disk space. In addition, partner acceptance of ZIP as a standard, regardless of computing platform, emphasized the product's ease of use and rapid adoption.

SecureZIP's encryption capabilities helped the organization meet the compliance requirements outlined by HIPAA. Adding security to their data exchange processes protects our client's reputation and brand, as well as ensuring they do not fall victim to a data breach similar to those recently publicized.

Using SecureZIP, the organization now automatically compresses and encrypts data for nightly and monthly batch processing; this provides the ability to compress multiple files at once and also provides end-to-end encryption of sensitive files. In addition, the organization not only solved their immediate requirements, but they also now have the ability to compress and encrypt their backup files for off-site storage, which lowers costs associated with media and expensive "white glove" transport methods.

About PKWARE

As the inventor and continuing innovator of the ZIP standard, PKWARE, Inc. (www.pkware.com) is a global technology leader known around the world as the expert in data compression and file management. With the launch of SecureZIP in 2005, PKWARE successfully entered the data security marketplace, combining ZIP compression and strong encryption to deliver a data-centric security solution. Today, SecureZIP and PKZIP are used by over 200 government agencies and 30,000 corporate entities, including 90% of the Fortune 100. Organizations in financial services, banking, government, healthcare, and retail use PKWARE solutions daily to protect sensitive data, meet compliance requirements, avoid liability risk, and reduce their overall costs and operational overhead. PKWARE, a privately held company, was founded in 1986 and is based in Milwaukee, Wisconsin; additional offices are located in New York, Ohio and the United Kingdom.

Out of respect for our clients' privacy, names have been omitted from customer success stories. Many of our clients are happy to discuss their experience with PKWARE products. If you are interested in learning more information about a particular customer success story, please contact us at <http://www.pkware.com/contactus>

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