

A CURE FOR HEALTHCARE DATA SECURITY, SHARING AND COMPLIANCE

How an emerging Midwestern healthcare software provider secured a nationwide network of patient data with Smartcrypt toolkit for Windows

Company Background

Our client is a software vendor specializing in records systems for healthcare providers. Its products maintain records for millions of patients in the US and overseas.

Challenges and Requirements

As the software company grew and expanded its customer base, it faced increasing demand from its hospital system customers to add encryption for enhanced security and sharing in its Electronic Health Records (EHR) applications. Concerns about security were beginning to have an impact on customer confidence and sales.

The company needed a booster shot of security and compliance to stay ahead of its rivals. As the firm's CIO said, *"Loss of data security and personal health information would be devastating for our business, not to mention our customers and their patients. We needed to build stronger security for personal health information moving across our network of healthcare providers."*

Adding encryption presented a number of challenges for the company. For one, its products would have to meet FIPS encryption standards. It typically takes developers anywhere between two months to one year to evaluate and create encryption that satisfies FIPS, with up to six months of lag time while the product is judged for government FIPS certification. The effort would also consume all available development resources, while none of the company's developers had extensive previous expertise in security, encryption, or crypto libraries.

Instead of crafting their own offering, the company took advantage of PKWARE's developer toolkit to strengthen their healthcare offerings in a matter of weeks. Rather than testing and waiting on encryption certification, the development team could plug in industry-recognized encryption that satisfied FIPS and other federal standards.

INDUSTRY

Healthcare/Software

CUSTOMER PROFILE

Software company providing electronic records systems for hospitals and other healthcare organizations

CHALLENGES

Securing Protected Health Information (PHI) and other sensitive patient data

Meeting customer demands for data-level encryption in the company's products

Lack of internal resources with encryption expertise

RESULTS

Added protection for sensitive data through the Smartcrypt Software Development Kit

Rapid deployment of encryption solution, without disrupting product release schedule

Full compliance with HIPAA and FIPS 140-2 compliance requirements

PKWARE's smart encryption software enabled the company to achieve its goals by providing the following capabilities:

- » Encryption that safeguards PHI at rest and in motion with persistent security that stays with the data itself, regardless of storage location or transfer method.
- » Complete portability across all major operating systems and the ability to share data with partners regardless of platform, application or format.
- » Embedded security that didn't interrupt the user experience.
- » Compliance with the encryption requirements of HIPAA and protocols such as HIE, HITECH and HITRUST along with PHI regulatory standards and FIPS 140-2 certification.
- » Introduction of industry-standard encryption and security elements within weeks.
- » Bypass the typical 8-to-18 month development and approval cycle for FIPS certification.

Shortly after adding PKWARE's encryption solution, the company began to see an uptick in new customers. Existing customers have also found piece of mind—but no disruptions—with the way they work with medical information. "When a patient comes in for a check-up, the process for the healthcare provider and the patient hasn't changed. We use the software in the same way," said Stacy, a medical group physician using the enhanced healthcare software product. "Knowing there is a layer of encryption behind the scenes gives us confidence that we're meeting our security expectations."

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PKWARE is a trusted leader in global business data protection. For three decades PKWARE has focused on data. Building on our compression expertise with the latest encryption technology, PKWARE protects data for over 35,000 customers, including government agencies and global corporations. Our software-defined solutions provide cost-effective and easy-to-implement protection that is transparent to end users and simple for IT to administer and control.