

BIGFIX PROVIDES THE RIGHT PRESCRIPTION

FOR CONCORD HOSPITAL



Customer

Concord Hospital, New Hampshire, <http://www.concordhospital.org>

Vertical Industry

Healthcare

Challenges

- Maintain high quality IT service levels with limited staff and budget
- Achieve visibility into all computing assets—managed or unmanaged
- Automatically remediate security and health issues on computers wherever they reside in the network
- Validate software licensing usage and compliance across the distributed enterprise

Solution

BigFix's unified management simplifies IT operations and provides the visibility Concord Health needs to ensure a secure and healthy computing environment, for all computers, all the time.

Results

- No malware infections since installing BigFix in 2004
- Increased patch compliance from 60% to 90%
- Accelerated system maintenance—from weeks to hours
- Savings of 25% in software licensing costs

“We have been very impressed with the BigFix solution and highly recommend it to colleagues in the healthcare industry.”

—Mark Starry
Manager of IT Infrastructure & Security
Concord Hospital

Customer

Concord Hospital is a regional medical center that provides comprehensive acute care services and healthcare programs to people throughout New Hampshire. Concord Hospital serves as a cornerstone for its parent company, Capital Region Health Care (CRHC), a charitable health delivery system committed to the concept of community-based healthcare.

Challenges

Increasingly sophisticated malware attacks can leave healthcare providers in a vulnerable position, as they confront the critical need to improve security while also keeping IT costs under control. The hospital has worked hard to cultivate a reputation for clinical and patient service excellence.

As an example of its progressive approach to automating health service delivery, Hospitals and Health Networks magazine has named Concord one of the USA’s “Most Wired Hospitals” every year since 2001. In order to maintain this level of operational excellence, Concord Hospital needed a solution to save time and resources while also improving results for software licensing, patch management, asset inventory, and security configuration.

Solution Overview

BigFix technology provides endpoint security, asset discovery, software licensing management and anti-virus client management for more than 3,800 systems throughout the Concord Hospital and Capital Region Health Care organization. Thanks to the BigFix unified management architecture, IT staff spend less time with tedious administrative tasks and more time delivering world-class customer service to their end users.

Results

Since installing BigFix in 2004, there have been no malware outbreaks, patch compliance has improved from 60 to 93 percent compliance, and the hospital has realized up to 25 percent savings in software licensing costs by identifying and removing under-utilized software. Additionally, security controls on critical servers and workstations that manage EPHI can now be implemented and validated, facilitating HIPAA compliance.

BigFix Deployment Details

By all accounts, the BigFix installation at Concord Hospital has been a significant success. Concord IT staff report patch and update actions that used to require weeks to execute now transact in as little as 15 minutes, with complete visibility into progress and status. Overall patch compliance figures have gone from 40–60 percent to about 93 percent. Starry comments, “While 93 percent falls slightly short of our 97 percent goal, this is still a significant improvement. Furthermore, with help from BigFix, we know where the hang-ups are and are optimistic about resolving this.” In addition to using BigFix to drive an active patch and update program, the Hospital has deployed the BigFix anti-virus client manager to enable it to see and control its third party anti-virus

software from the same BigFix console it uses for patch and update processes, asset inventory and discovery, and security configuration status reporting. Thanks to this level of visibility and control, neither Concord Hospital's operations nor its security integrity have been compromised since installing BigFix in 2004. This is a dramatic improvement compared to the hospital's infection rate prior to working with BigFix.

Additional uses of BigFix have also paid dividends at Concord Hospital. They are starting to use BigFix to monitor and manage software license usage and have expanded automated patch management to cover widely used applications such as Adobe document management products, Apple QuickTime, and Microsoft Office suite software. The IT staff have used the BigFix Enterprise Suite's Fixlet scripting language to perform customized tasks such as managing third-party anti-virus client definition files and making adjustments to DNS server settings.

Finally, the asset inventory and reporting capabilities of the BigFix Enterprise Suite are helping the Hospital with meeting data security and privacy standards set by the Health Insurance Portability and Accountability Act (HIPAA) and other legislation. BigFix asset configuration reporting information helps assure that computers interacting with clinical systems meet HIPAA requirements for security integrity, and reliability.

Why BigFix?

During the evaluation process, BigFix differentiated itself by offering centralized administration, complete automation, real-time visibility into remediation processes, and the flexibility to solve additional IT challenges in the future.

Specifically, by reducing costs while also improving service and compliance, Concord Hospital gains a double benefit from the BigFix deployment. The hospital has been able to add to its repertoire of security configuration management services while using the familiar BigFix console and management infrastructure.

By using one BigFix toolset and one unified infrastructure, the hospital reduces management complexity, and improves productivity, service and coverage.

Looking Ahead

With the unified BigFix system management platform, Concord Hospital can add additional services to the mix without requiring major new hardware investment or modifications to business processes. Concord will continue to consider expanded BigFix solutions that can lower costs and improve services, while maintaining a high level of commitment to health care delivery.

As Mark Starry, Manager of IT Infrastructure and Security, notes, "We've been impressed with how BigFix has helped meet our goals and we're finding new uses for it all the time. One thing that really helps is that we can add to our repertoire of services while using the now familiar BigFix console and management infrastructure. One tool set, one infrastructure, keeps learning curves flat when adding new services."

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BigFix: Breakthrough Technology, Revolutionary Economics

Founded in 1997, BigFix® , Inc. is a leading provider of high-performance enterprise systems and security management solutions that revolutionizes the way IT organizations manage and secure their computing infrastructures. Based on a unique architecture that distributes management intelligence directly to the computing devices themselves, BigFix is radically faster, scalable, more accurate and adaptive than legacy management software. From Systems Lifecycle Management, Security & Vulnerability Management to Endpoint Protection, BigFix solutions automate the most labor-intensive IT tasks across the most complex global networks saving organizations significant amounts of time, labor, and expense. BigFix provides real-time visibility and control for millions of globally distributed computing devices. The BigFix customer list counts many of the world's largest and most prestigious organizations in every industry including financial services, retail, education, manufacturing, and public sector agencies. More information can be found at www.bigfix.com.

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