

Complete Health Care Mobile Security and Compliance Only From Mobile Active Defense

A New Challenge

To provide such a comprehensive range of healthcare services into the diversity and size of New York, Visiting Nurse Service of New York (VNSNY) staff must leverage the power and capabilities offered by the latest generations of mobile devices such as iPhones, iPads, Android platforms and more.

Their initial challenge was how to utilize the latest cutting-edge business-enabling tools while also insuring that the organization provided the required amount of security and privacy to ensure the company was compliant with all applicable laws. *"It's a huge problem for every single company right now. What people don't realize is that smartphones are computing devices. And, because they are computing devices, you have to be able to put strong controls on them, just as you would a regular computer."* Larry Whiteside, CISO for VNSNY

Being HIPPA Compliant and Ensuring a Secure Environment

A specific concern for VNSNY included the need to ensure that they were HIPPA compliant so as to avoid various civil, criminal or regulatory issues. VNSNY realized that with the new HITECH Act certain security enforcements are no longer optional, they are required. In fact, VNSNY immediately saw that with the introduction of iPhones, and developing apps for those devices, they were now faced with a new challenge of managing the risk associated with the type of data that could be on these devices. These mobile computing devices were subject to malware, jailbreaking, loss, and other security vulnerabilities.

A Lot of Options, Only One Solution

VNSNY started considering their options. There were a number of companies that claimed to provide both security and full compliance for mobile devices. But the further VNSNY investigated these claims and looked at what these solutions were really providing, the more they realized that the vendors provided little if any security at all. *"What we found was that while these solutions claimed that they secured the phones, they were really just providing simple management features. When I think of securing a phone, I think of having strong controls in place. If you want to allow a user to install apps, you should have that control. If you don't want them to, you have the controls to prevent it. I want to be able to completely lock my smartphones down. I want to force all IP and web traffic through my secure environment so that I can control the type of sites they can access with their mobile browser, search our intranet, and so forth."* Larry Whiteside

For VNSNY the only solution that provided full security and compliancy was MAD Partners' Mobile Active Defense. *"Mobile Active Defense is the total control that I can put into place. Having the same level of control over a mobile device as I do over a laptop is very important to me. A lot of vendors try to put a client on the smartphone, but you can actually go and delete the client. So, if a user deletes the client, then what? You've lost all management of that device. You know jail-breaking is one of the things that tons of people are doing and that kills the sandbox capability that most companies try to sell. I needed to have full control just as I would a regular end point. Because MAD Partners doesn't require a client to be installed, it is the only solution that could provide us with that control and security that we demanded."* Larry Whiteside

Concern About the Integration and User Experience

VNSNY also was acutely aware that compliance implementation of Mobile Active Defense was an important factor. *"MAD Partners has all the web-based administrative access which made it extremely easy for our administrators to setup. There was no server that I had to worry about racking and installing and no software to install. So, just being able to log into a website where I could create accounts and deploy certificates [of authority] made it extremely quick and easy. Our users have no change in their user experience. No latency, no apps which are required to be used, no visible difference in their experience at all."* Larry Whiteside

VNSNY's Conclusion?

After an exhaustive search and evaluation of the solutions currently available in the market, VNSNY found that only MAD Partners could solve the HIPAA and security problems associated with mobile devices. Mobile Active Defense allowed VNSNY to get back to running their core business and solving the needs and concerns of their extensive client base and their loved ones.

The Visiting Nurse Service of New York is the largest not-for-profit home health care organization in the country. Of their 12,660 dedicated employees, more than 2,500 are nurses with an average of 13 years experience in the field. There are almost 650 rehabilitation therapists, more than 6,000 home health aides, 600 social workers, and 130 other clinical professionals, who speak more than 50 languages. They have cared for more than 131,000 patients in the New York metro area and made more than 2 million home visits.



Larry Whiteside, CISO for VNSNY

