

# Symantec.cloud for Healthcare

100% Protection, 100% Uptime, World Class SLAs

## Data Sheet: Industry Perspectives – Healthcare

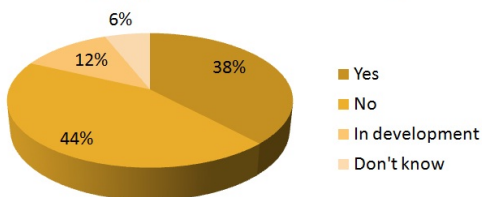
Health IT faces some great challenges today from regulatory pressure regarding privacy of patient information to exponential storage growth related to EMR, imaging, and even audit logs. To further complicate this, healthcare organizations must face these challenges with smaller budgets and fewer resources. Symantec.cloud provides solutions to effectively address these issues of complexity and scalability within the healthcare IT environment and enables healthcare organizations to leverage one of the largest security infrastructures in the world while controlling costs.

Symantec.cloud offers several advantages to healthcare through affordable, predictable cost managed as OPEX, as well as enabling simpler and more efficient management of many complex IT processes. There is no required hardware or software to purchase, manage, or update, which makes Symantec.cloud services easy to deploy, manage, and scale compared to on-premise alternatives. With multiple layers of scanning and proprietary heuristics technology, Symantec.cloud stops threats before they enter your network and offers industry leading Service Level Agreements (SLAs) including 100% protection and 100% uptime.

Processing billions of email connections, web requests and instant messages daily, we protect, and control electronic communications for our healthcare organizations at a low, predictable cost in the following ways:

- Email protection, control, encryption, archiving, and continuity
- Web protection and control
- Endpoint protection
- Endpoint backup and recovery
- Instant Messaging protection and control

### Does your healthcare organization use cloud computing, such as for remotely hosting applications or for data storage?



2011 Healthcare Info Security Report

Thirty-eight percent of those surveyed report that their organization is using cloud computing for such purposes as remotely hosting applications or for storing data and images. Respondents included 175 IT security professionals and others, including chief information security officers, directors of information technology and CIOs. Among those not using cloud computing, the biggest reservation cited is enforcing security policies and HIPAA compliance.<sup>1</sup> Symantec solutions can alleviate this concern with a number of Symantec.cloud solutions.

## High Point Regional Health System

High Point Regional Health System provides essential healthcare services to residents of High Point, North Carolina and the surrounding area. Rated a Top-50 Cardiovascular Hospital in 2010 by Thomson Reuters, High Point offers a broad range of inpatient and outpatient care in six primary service areas, including cancer treatment and joint replacement. To protect vital data, High Point turned to Symantec for faster and more efficient backups and more effective endpoint security. Results include five-fold faster backup times, an 80 percent reduction in backup administration time, and blocking malware with a 99.5 percent success rate.

When emailing sensitive data, employees are able to protect it with the content encryption feature of Symantec Brightmail Gateway by typing in a code. To provide further protection against data loss, High Point has engaged Symantec Email Encryption.cloud, which enables secure, private email communication without requiring hardware or software on site.

According to Richard Nosal, Server Administrator at High Point Regional Health System, if a user forgets to type in the encryption code, Brightmail will forward the email to Symantec Data Loss Prevention, which automatically enforces security policies. "If the message hits one of the filters we have set up for HIPAA or Sarbanes-Oxley, it's sent to Symantec™ Email Encryption.cloud for encryption," says Nosal. "Our policies encrypt that data and make sure the right people receive it, and saves our users from the 'oops' moment. With this tool in place, we're in a better position to prevent data loss."

Symantec.cloud offers many solutions for the healthcare industry that keeps Protected Health Information (PHI) secure. Symantec offers healthcare providers the option to allow their organizations to deliver better IT without putting sensitive data at risk. The following charts outline the Symantec.cloud offerings as they relate to Meaningful Use.

### ***HITECH and Meaningful Use Requirements - Symantec.cloud solutions***

<b>HITECH Requirements</b>	<b>Business Impact</b>	<b>Solution</b>
Data Breach Notification for breach of <u>unencrypted</u> information: penalties, patient notification, self-reporting to media and HHS (if >500 records).	Reputation, Referrals, Penalties	Symantec™ Email Content Control.cloud, Symantec™ Policy Based Encryption.cloud, Symantec™ Instant Messaging Security.cloud
Expansion of HIPAA applicability (e.g. now includes Business Associates).	Tighter control of PHI exchange, Contract Management	Symantec™ Email Content Control.cloud, Symantec™ Policy Based Encryption.cloud
Increased legal exposure (criminal and civil penalties, State AG can sue).	Legal defense efforts, Revenue	Symantec™ Enterprise Vault.cloud

<b>HITECH Indirect Impact</b>	<b>Business Impact</b>	<b>Solution</b>
Increased adoption of Electronic Record Systems	Greater dependency on System and Data availability	BackupExec.cloud, Symantec™ Email Continuity.cloud
Increasing collaboration with physicians, patients, other hospitals, clinical and business partners.	Opportunity to "deliver value" and promote services, Increasing security and privacy risks	Symantec™ Email Content Control.cloud, Symantec™ Endpoint Protection.cloud, Symantec™ Policy Based Encryption.cloud

<b>Meaningful Use Requirements</b>	<b>Business Impact</b>	<b>Solution</b>
Safe Harbor from Breach Notification requirements	Tighter endpoint and process controls	Symantec™ Policy Based Encryption.cloud
Increasing collaboration with outside parties increases risk: patients, providers, payors, registries, health agencies, labs, pharmacies	IT system complexity and reliability, Increased attack surface	Symantec™ Email Content Control.cloud, Symantec™ Endpoint Protection.cloud, Symantec™ Policy Based Encryption.cloud, Symantec™ Boundary Encryption.cloud

Symantec.cloud is the world's leading provider of cloud-based services for securing and managing information stored on endpoints and delivered via email, web, and instant messaging. Over 55,000 organizations and 11 million end-users in over 102 countries now enjoy Symantec.cloud services protection from spam, phishing, inappropriate web use, spyware, and other threats.

### **More Information**

#### ***Visit our website***

<http://www.symantec.com/healthcare>

<http://www.symanteccloud.com>

#### ***To speak with a Product Specialist in the U.S.***

Call toll-free 1 (800) 745 6054

#### ***To speak with a Product Specialist outside the U.S.***

For specific country offices and contact numbers, please visit our website.

#### ***About Symantec***

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored. Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at [www.symantec.com](http://www.symantec.com).

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