

Secure Email, Patient Privacy with Managed Solution for Medical Services Company

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Paul Brisson, MD
Spinal Surgeon & Co-Owner
NY Spine Care

Effective communication and foolproof privacy protection are common requirements among any organization. For New York Spine Care and other medical facilities alike, these issues are not only requirements but essential to the livelihood of their practice. With stern government regulations on patient privacy and reliance on Internet and email ever-increasing, Guardian Digital was brought in to implement powerful security measures to ensure networked information remains confidential and impervious to intruders.

“We have an obligation to keep our patients medical information private and that is something we approach with the utmost seriousness,” states Paul Brisson, MD, spinal surgeon and co-owner of NY Spine Care.





Customer Requirements: Cost-effective, Enterprise-Grade

Although there are fewer than 200 employees, it was essential to the owners of NY Spine Care that they implement a system that would provide enterprise-level security at a price they could afford. Guardian Digital EnGarde Cloud Email Security provided all the services Brisson needed for his organization to securely communicate online and protect them against malicious email attachments, viruses, and unwanted email.

“We are very concerned about network security and needed to try to find a solution that would give us comprehensive features at a price point suitable for a small business. We have the exact same security needs as large corporations and unlike those businesses; we do not have the resources to recover if our data gets wiped out.” says Dr. Brisson.

Strong authentication mechanisms, powerful encryption and other user privacy features were also requirements of NY Spine Care. “To comply with federal regulations for patient privacy, it is essential that we follow the appropriate rules stipulated by the United States Health Insurance Portability and Accountability Act (HIPAA) and have the necessary tools to keep vital information protected from the potential of internal and external intrusions,” states Dr. Brisson.

The Competition

Proper maintenance and system updates are essential to keep networks consistently secure and patient records confidential. “With the solutions from Microsoft and others there was an apparent inability to obtain the support I needed and I did not feel that I could improve upon my system beyond a certain level. I needed to find a solution that would offer me the newest features and an easy ability to maintain my system without having to wait,” says Dr. Brisson.





The Guardian Digital Solution

“The solution Guardian Digital provided us met all our pricing needs and exceeded our expectations in functionality. We use every single feature Guardian Digital provides us. They are very wise in their feature selection and know what it is businesses need to run a secure network.”

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Meeting budget and performance requirements was only the beginning of what Guardian Digital was able to provide for NY Spine Care. Ease of administration was also a key asset. Being a busy spinal surgeon Dr. Brisson did not have the time to take on the role of an IT administrator. With Guardian Digital’s simplified web-based management system configuration and maintenance was a breeze. “The ease of management provided by the WebTool allows me to implement and make use of the extensive functions provided by the system without spending exorbitant amounts of time to do so,” states Dr. Brisson.

Unmatched Support Services

Yet another major requirement for NY Spine Care was extensive technical support and the availability of professional development services. Guardian Digital’s Master Support Services make it possible for Dr. Brisson to receive authoritative technical support, advice from our experts, developmental services and automatic software updates with Guardian Digital Secure Network. “The Guardian Digital support services are amazing. They have a real desire to service the customer and will attempt to customize your system based on your individual requirements. Their expert technicians know the details of my system and as a result, answers to my inquiries are always expeditious and straightforward and my system is always running at its optimum performance level. With Guardian Digital support behind me, I have the assurance that would otherwise not be possible,” says Dr. Brisson.

Picture Perfect Results

With Guardian Digital’s customized system in place, NY Spine Care now has the appropriate tools to keep their daily operations running efficiently while keeping their privileged information secure. Combined with the inherent financial benefit of open source software, Dr. Brisson could not be happier. “If our email or Internet went down or was compromised, it would limit the overall productivity of my practice, put patient’s confidential records



Challenges

- » Limited Budget
- » Strict Timeline
- » Inexperienced Users
- » Diverse Environment
- » Impersonation Fraud & Phishing Attacks
- » Stringent Requirements

Requirements

- » Simplified Management
- » Powerful Functionality
- » Extensive Support Services
- » Cost-Effective Solutions
- » Scalability
- » User & Network Controls

Solutions

- » EnGarde Cloud Email Security: Control Email Usage and Eliminate Spam
- » Managed Services: Monitor Email and Network Activities, Troubleshoot and Resolve Technical Incidents
- » Premium Support Services: Automatic Updates, Built-in Alerts, Customized Security Improvements

Results

- » Enhanced Network Security
- » Reduce Spam by >99%
- » Secure Web Presence for E-commerce
- » No Network Intrusions
- » Increased User Productivity
- » Ability to Access Internal Network From Any Location

in danger and complicate communication with essential parties. Guardian Digital's integrated productivity and security applications prevent those issues from ever arising; it's practically fool proof. Further, implementing quality open source applications has saved us a tremendous amount of money. I no longer have to use as much of our financial resources for IT maintenance and can allocate them to other business-critical areas," states Dr. Brisson.