

Healthcare: Secure, Compliant Virtual Support

The Challenge

IT personnel in the healthcare industry are faced with the daily challenge of supporting technology for doctors and medical staff who are making critical health decisions. However, employees, clients and systems are located throughout the hospital or dispersed across various geographic locations.

In this decentralized environment, connecting the right support representative to each incident can be challenging. Virtual support is the only viable model. However, finding a secure solution that allows support reps to connect quickly through a maze of firewalls and systems while protecting Personal Health Information (PHI) has proven to be difficult.

Although many tools give remote access, most current products:

- Provide little or no audit trail
- Only have support for one operating system
- Do not work through firewalls without weakening security
- Route & store sensitive data with a third party

Because most remote access tools have no built-in logging and reporting mechanisms, it is often impossible to verify how many support sessions occur, much less audit support activity.

How can your organization:

- Protect PHI and fulfill regulatory compliance requirements
- Support remote locations securely and cost-effectively
- Deploy specialists where they're needed quickly
- Prevent internal and external information security breaches
- Find a single solution that works with all systems

The Solution

Bomgar helps healthcare organizations overcome these challenges by virtualizing support. We connect support staff to end users and systems securely through firewalls regardless of physical location or platform. Virtualizing support lets IT managers deploy specialists effectively, without regard for physical or technical constraints.

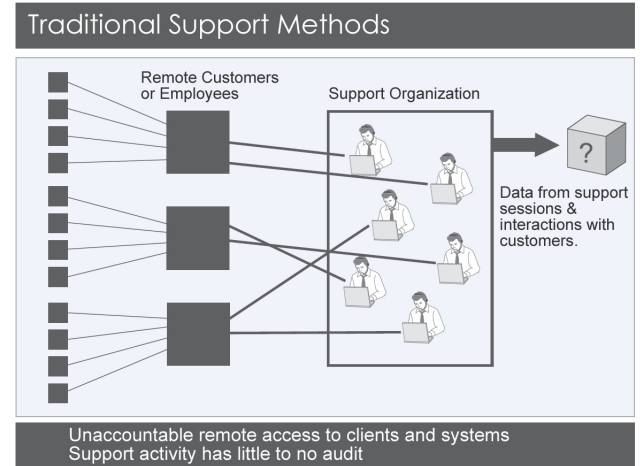
Bomgar also helps protect sensitive data and achieve a stronger compliance posture. Because you deploy Bomgar in-house, it resides under the security measures already in place. Every Bomgar session is logged and recorded to preserve the highest level of accountability and transparency, while maintaining a complete audit trail.

Bomgar helps you overcome support challenges by allowing you to

- Distribute specialists fluidly, regardless of location
- Support staff and remote offices without traveling on-site
- Automate a detailed audit trail for easier compliance
- Achieve a stronger compliance posture with all data in house
- Replace multiple remote access tools with a single solution

"We needed to have control of the access and control of the logs of the access activity to minimize the number of parties that were involved."

IT Security Manager
Bomgar Customer



Bomgar has been "designed and implemented with security best practices in mind."



"On the support side, what we ran into was HIPAA. It requires privacy and security of information. Hospitals and large practices have to meet these regulations themselves, and each one does it in a different way."

Senior Tech support Manager
Bomgar Customer



Results

As soon as you plug it in, Bomgar provides the ability to perform two critical tasks that were difficult before:

1. Connect Virtually

Bomgar securely connects support staff with end-users and systems through firewalls without regard for operating system, geographic location or other environmental variables. Right away, support staff will have virtual access to almost any system, even unattended remote computers and servers.

2. Automate Accountability

Bomgar's built-in logging and recording makes your support staff auditable and accountable. With Bomgar, help desk administrators instantly go from having very little information about support staff activity to having exhaustive detail at their fingertips. This level of visibility, combined with granular control of rep access privileges, helps protect PHI and guard against information security breaches.

With Bomgar, both internal support departments and IT services companies in the healthcare field are seeing results like these:

- Saved over \$5,000 per day in support call costs
- Cut support call resolution times 75%
- Replaced multiple remote access tools with a single solution
- Simplified compliance with HIPAA and other regulations

"Because we host the appliance internally, we save on monthly fees that an ASP solution demands and we have full control over data security."

Operations Manager
Bomgar Customer



"One comment I got from a staff member who I've turned onto this technology was, 'If you wanted to take it away from me, you'd have to pry it from my cold, dead hands.'"

IT Security Manager
Bomgar Customer



How Bomgar Works

Bomgar works transparently through corporate firewalls, giving support reps virtual access to remote computers whether they are attended or not. Using Bomgar, a virtual support rep can control the mouse and keyboard of remote computers. This enables support staff to take virtual trips to client sites and work as if physically present.

Bomgar records and logs every session, ensuring that virtual support is more accountable and secure than on-site dispatches. And Bomgar sessions last only for the duration of the support call, leaving no footprint on the remote PC.

