

Netwrix Customer Success Story



CUSTOMER

Zoll Data Systems

WEB SITE

www.zolldata.com

INDUSTRY

Manufacturing, Healthcare

SOLUTION

Change Auditing

PRODUCTS

Netwrix Auditor

PROFILE

ZOLL Data Systems, a division of Zoll Medical Corporation (NASDAQ:ZOLL), is one of the leaders in software solutions for fire and emergency medical services industry. Zoll Data Systems develops an integrated software suite under the RescueNet brand name which is a fully integrated data management system that gathers and centralizes information and links the entire pre-hospital chain of events into a single system.

“ *Every change we make to AD is now logged and audited which helps us to see exactly what is going on with our domain controllers. File server management and auditing help us with our HIPAA and SOX compliance.* ”

Leading Emergency Software Solution Provider Automates HIPAA and SOX Compliance Processes

*- Bhupinder Virdi,
IT Department, ZOLL Data Systems,
division of Zoll Medical Corporation*

Challenge: Sustaining Compliance and Passing Compliance Audits

"The main issue we had to deal with was ability to successfully pass all upcoming compliance audits," said Viridi. Compliance requirements must be enforced to ensure adherence to the laws and regulations mandated by various industry committees and government institutions. To be "in compliance" is not a one-time event but requires a continuous and often costly effort. Being a business associate of many a health organization (emergency hospitals, etc.) as a provider of EMS software, Zoll Data Systems has to comply with HIPAA (Health Insurance Portability and Accountability Act). It basically means that the company is liable to providing security and privacy of patient data to guarantee non-disclosure of protected health information. From an IT department's standpoint, a typical HIPAA or its enhanced HITECH implementation is based on the following core principles aimed to provide transparency and accountability (auditability) of regulated data and systems:

- Identity management and access control: to ensure that data is only accessible by personnel that have a business need.
- System configuration control: tracking of administrative activities.
- Monitoring of access to data: knowledge of who accessed what data and when and review on a regular basis.
- Data handling and encryption control: protection of data in storage and during transfers.

Thus the main elements in an IT infrastructure that have to be audited include Active Directory as it stores information about all network components and file server environment where all the business data is usually kept.

Another regulation that Zoll Data Systems has to comply with is SOX (Sarbanes Oxley Act) being a part of Zoll Medical Corporation, which is publically traded on the US stock exchange (NASDAQ:ZOLL). The goal of SOX is transparency and accountability of public companies for investor protection. The compliance regulations under the Sarbanes Oxley Act define three major requirements: establishing of controls, ongoing evaluation of controls (monitoring and testing), and disclosure ("auditability") of control effectiveness (including defects and weaknesses that can result in fraud). The very need to comply with both regulations in the view of the upcoming compliance audits made IT team at Zoll Data Systems seek an appropriate solution that would maintain established controls by tracking and reporting all changes in IT infrastructure for auditing purposes and implementing secure identity management practices that would ensure system security.

Solution: Integrated Regulatory Compliance for HIPAA/HITECH and SOX

Once the need was realized the IT team at Zoll Data started looking for an appropriate solution to prepare for compliance audits. During the selection process the IT team considered various solutions including, as pointed out by Viridi, products from ManageEngine and LogRhythm, as well as Netwrix Auditor. The solution from Netwrix suited the needs of Zoll in terms of, as described by Viridi, "cost, features and integration with other products". Netwrix Auditor provides solutions for critical IT systems, such as file servers and or Active Directory, crucial to sustain regulatory compliance.

The timeline for deployment of the Netwrix solutions was easily met and went smoothly with the help of Netwrix technical support team. "The whole implementation project was completed in just a matter of month and it only took a week to deploy all the solutions," said Viridi. The level of service rendered to the customer by the Netwrix

team at all the stages from the product inception till the ready-for-launch was characterized by Viridi as “very professional and helpful”.

Proven Results: Improved Visibility into IT Infrastructure and Satisfied Compliance Auditors

Soon after introducing Netwrix Auditor to the Zoll’s IT infrastructure the IT team was capable of providing auditability in terms of administrative and technical safeguards, accounting for disclosures of protected health information (HIPAA compliance) as well as in terms of infrastructure resource protection/availability; infrastructure maintenance; change management and systems security (SOX compliance). “Every change we made to AD is now logged and audited which helps us see exactly what is going on with our domain controllers,” Viridi describes the major benefits of implementing Netwrix Auditor. “File server management and auditing helps us with our HIPAA and SOX compliance thanks to Netwrix Auditor for File Servers,” continued Viridi.

About Netwrix Corporation

Netwrix Corporation is the #1 provider of change auditing software, offering the most simple, efficient and affordable IT infrastructure auditing solutions with the broadest coverage of audited systems and applications available today. Founded in 2006, Netwrix has grown to have thousands of customers worldwide. The company is headquartered in Irvine, California, with regional offices in New Jersey, Ohio, Georgia and the UK.

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