

Zoll Medical Corporation Meets Data Transmission Mandates with User-Friendly Solution from Biscom

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- Joseph Tennyson, Director of IT

OVERVIEW:



Company: Zoll Medical Corporation
Industry: Healthcare
Headquarters: Chelmsford, MA
Website: www.zoll.com

CHALLENGES:

- » Required secure, auditable method for sending data in order to meet several compliance mandates
- » Current tools were too “clumsy” for end users
- » Needed to send large files to recipients who often had e-mail attachment limits
- » No audit trail for file transfers from customer service and technical service departments

SOLUTION:

- » BDS Secure File Transfer solution with Outlook integration

RESULTS:

- » BDS assisted Zoll in meeting three different compliance requirements
- » Eliminated Cisco IronPort completely, and replaced SFTP servers
- » Achieved ease of use requirements for both internal and external end-users

Medical Device Company Must Meet Various Mandates During Data Transmission

Established in 1983 by Dr. Paul Zoll, Professor Emeritus of Harvard Medical School and former Chief of the Cardiac Clinic at Beth Israel Hospital, ZOLL Medical Corporation has continually made significant contributions in the field of resuscitation. Perhaps best known as a leading producer of automated external defibrillators (AEDs), ZOLL is a leader in medical products and software solutions that help responders manage, treat, and save lives in emergency situations, as well as increase the efficiency of emergency medical, fire, and hospital operations around the globe.

As a business that deals with the research, development, and sales of medical devices, the secure transfer of information both within the company and externally is critical. In fact, it’s mandatory. “We have compliance mandates that we must adhere to,” says Joseph Tennyson, Director of IT for ZOLL Medical Corporation in Chelmsford, Massachusetts. “Really, there are three standards – Mass compliance¹, PCI [Payment Card Industry] which is the credit card standard, and HIPAA² – for the transmission of information in an encrypted format over a network, whether it’s via e-mail or FTP.”

Before implementing BDS, Zoll used Cisco’s secure e-mail solution, IronPort, and secure FTP. “Both are relatively clumsy solutions for a user,” states Tennyson. “The problem with IronPort was that the registration process was clumsy for users. Recipients had to register each and every time they used it.” As for SFTP, Tennyson found that FTP sites “can grow wildly and be difficult to maintain. You never really know within a pure FTP environment whether a user successfully got a file; there are no audit trails built into the product.” Even though Zoll used FTP “significantly,” SFTP requires software at both the client’s site and the user’s site.

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Additionally, two groups in particular – technical service and customer service – occasionally had to send out patches or other executables. “I don’t think anyone allows executables or anything launchable anymore through e-mail, yet users want to send them. And users want one vehicle: e-mail.”

Seeking a User-Friendly Solution for both e-mail and Web-based data transfers

“Our goal was to have a tool that helped meet compliance in those three areas [HIPAA, PCI, and Massachusetts compliance]. That was key,” says Tennyson. “The next key was to create a better user experience for utilizing e-mail due to restrictions on attachment size limits and attachment types. Those were our two main goals.”

In addition to the groups who needed to use e-mail for secure data transfer, one particular group, Clinical Affairs “whose responsibility is to manage case studies with doctors’ offices and our product” needed a solution to manage communications relative to the study. “And that solution had to be a Web-based application and also had to have security standards,” according to Tennyson.

One Simple Solution Replaces Two “Clumsy” Products

In terms of meeting their primary goal of meeting compliance mandates and the secondary goal of creating a simpler user experience, Tennyson reports that “BDS has effectively met those goals.”

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In general, users at Zoll use the Outlook add-in to send confidential data, “because e-mail is what they use and what they know,” notes Tennyson. Attachment size limits are no longer a problem for senders or recipients, and neither are the requirements for client software for SFTP transfers. Additionally, before BDS, according to Tennyson, “files would build up of the FTP network, and we’d still have no audit trail. Biscom has addressed all those needs.”

Since the BDS implementation, Zoll no longer uses Cisco’s IronPort. “We’ve totally eliminated it,” says Tennyson. “We’ve told people to stop using it.” As for using SFTP, Tennyson reports that it’s used less frequently. “When someone asks us to set up an SFTP site, we automatically transfer the request from an SFTP request to a BDS request and set up Biscom for them.”

Not only are the end-users experiencing more ease-of-use, “it does what we wanted it to do, it’s working, and I don’t have to think about it,” Tennyson

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says with a laugh. “It’s usually the case that I *do* have to think about a solution, have resources allocated to it, and personally monitor it. That is definitely not the case with BDS.”

¹Massachusetts 201 CMR 17.00 or Standards for the Protection of Personal Information of Residents in the Commonwealth. These standards can affect anyone who stores or processes electronic (or paper) information about Massachusetts residents. Massachusetts 201 CMR 17.00 defines Personal Information as “a Massachusetts resident’s first name and last name or first initial and last name in combination with any one or more of the following data elements that relate to such resident: (a) Social Security number; (b) driver’s license number or state-issued identification card number; or (c) financial account number, or credit or debit card number.

²The Health Insurance Portability and Accountability Act of 1996 HIPAA Privacy Rule, which protects the privacy of individually identifiable health information.

About Biscom Delivery Server

Biscom Delivery Server (BDS) is a division of Biscom with a focus on secure, managed file transfer solutions; Biscom resolves the data breach, information security, compliance, and file attachment problems of e-mail and FTP. Since 1986, Biscom has been enabling enterprise document delivery and workflow solutions for Fortune 1000 companies.

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