



King's College Hospital

A CASE STUDY

About King's College Hospital

King's College Hospital NHS Foundation Trust is one of London's largest and busiest teaching hospitals, with a unique profile of strong local services and a focused set of tertiary specialties. King's provides a full range of local hospital services for over 700,000 people in the London boroughs of Lambeth and Southwark, and plays a key role in the training and education of medical, nursing and dental students.

Security Issues in the Healthcare Industry

The widespread adoption of electronic patient records and the increased use of mobile devices have revolutionized health services, but also created multiple security risks. According to the Winter 2006 US Healthcare Industry HIPAA Compliance Survey, Healthcare providers that are privacy-compliant have experienced numerous incidents of patient privacy breaches since July 2005. Sixty percent (60%) of compliant healthcare providers indicated that they had experienced privacy breaches between July 2005 and January 2006. Overall data security incidents continue to plague at least one-third of Healthcare providers. It is estimated that for every 1,000 consumer records, a breach of PHI could cost Healthcare providers between \$500,000 and \$1.5 million in notification costs, credit monitoring for breached consumers, fines and penalties, lost consumer confidence and remediation.

The most effective method for organizations to protect themselves from this risk is Clientless Endpoint Security Management (CESM). CESM provides a set of tools that allows full control of all endpoints within an organization by identifying all of the installed applications, processes, services and devices per workstation and offering remote remediation where necessary. This includes a level of endpoint protection such as prevention of any device that has a memory capacity behind it.

Promisec's Spectator Professional, a leading CESM solution, provides near real-time, clientless endpoint security monitoring, remediation and management of third-party security applications on internal networks to ensure business continuity, corporate policy compliance and data integrity. The software installs on a single server or workstation for centralized monitoring and management of the entire corporate internal network to ensure enterprise-wide adherence to corporate security policies. Promisec Spectator Professional also identifies malware, spyware and other attacks and intrusions by eliminating snapshot deviations across all endpoint connected systems.

The Challenge

King's College Hospital is one of Britain's largest and busiest teaching hospitals. The hospital needed a solution to secure its internal network of over 3,000 endpoints. The solution needed to be able to identify and fix deviations from its security and usage policy without adversely affecting its network performance. Due to the large number of people using the network, it was difficult to keep track of users' activity and the software and hardware used on their workstations. The solution had to complement the hospital's existing IT infrastructure without involving any major changes to the status quo due to the limited resources available.

The Solution

After reviewing several other endpoint security solutions, King's College Hospital chose Spectator Professional to manage more than 3,000 network endpoints and ensure that internal network compliance initiatives were satisfied.

The hospital chose Promisec due to its clientless approach to detecting potential endpoint weaknesses and ability to remediate identified threats. Spectator Professional is installed on a single server and provides an agentless single point of management for the organization's extensive network of Windows-based computer systems.

Promisec's agentless solution helps the hospital to significantly reduce endpoint administrative and security tasks and increase the productivity of IT staff as well as that of its users, while decreasing its exposure to internal threats, both malicious and accidental.

Promisec Spectator also enabled a layered approach to internal network security through its centralized third-party management platform to ensure compliance with security policies and software licensing.

The Promisec solution was the ideal choice because of the complete range of threats it addressed, its ease of deployment and simple yet powerful operation.

Benefits of the Solution

- Detects hidden threats. Promisec identifies threats that have bypassed gateway security systems and embedded themselves in the network - rogue access points, modems or any other peripheral device added to any network endpoint or server, and unauthorized processes or applications. Especially problematic here was the unauthorized use of Instant Messengers.
- Eliminates potential threats. Using remote remediation technology from a centralized

About Promisec®

Promisec, Inc. provides clientless endpoint management (CEM) software solutions that give corporate IT administrators unprecedented visibility, speed and control over internal network endpoints, in-depth real-time intelligence to identify threats, and the tools to neutralize them. The company's products, Promisec Spectator® and Promisec INNERspace™, are used by a wide range of SMBs and Global 2000 organizations. With 24/7 or on-demand clientless monitoring, compliance and remediation, Promisec protects against business disruption caused by internal network threats while optimizing IT operations and enabling organizations to confidently place trust in their most important assets - their people. Founded in 2004, Promisec's headquarters are located in Israel with offices in New York and Paris.

For More Information

USA

Promisec USA

Promisec
55 Broad Street, Suite 20C
New York, NY 10004

Tel: +1 (212) 743-9916
Fax: +1 (212) 889-3213

Email: sales@promisec.com
Internet: www.promisec.com

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Israel

Promisec Israel

Promisec
11 Moshe Levy St.
UMI Building
Rishon Le Zion 75658, Israel

Tel: +972-3-9519533
Fax: +972-3-9518183



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management console, Promisec enables administrators in the hospital to automatically kill harmful processes and reverse dangerous registry changes, directly from their own workstation.

- Prevents leaking of confidential information. Promisec prevents the use of mass storage devices or any peripheral I/O device on any endpoint or group of endpoints as well as other mechanisms used to port information out of a network. This effectively stops individuals from illegally copying sensitive company information onto portable devices.
- Monitors for compliance. In today's environment of ever-evolving regulatory standards, Promisec enables organizations to ensure constant compliance according to company policy. If for any reason an endpoint becomes non-compliant, Spectator can return it to a state of compliance using the built in Repair module.

France

Promisec France

Promisec
Tour Areva 1,
place de la Coupole
30th Floor
92084 Paris La D'fense, France

Tel: +33 (0)1 47 96 7104

2009 Red Herring 100 Award Winner, honoring Promisec as "one of the top 100 most promising tech companies."

