



South River Technologies Case Study

CHILDREN'S NATIONAL MEDICAL CENTER

Solution
Overview

Industry

Healthcare

Background

Children's National Medical Center in Washington, DC, has been serving the nation's children since 1870. Home to Children's Research Institute and the Sheikh Zayed Institute for Pediatric Surgical Innovation, Children's National is consistently ranked among the top pediatric hospitals by U.S. News & World Report and the Leapfrog Group. With 303 beds, more than 1,330 nurses, 550 physicians, and seven regional outpatient centers, Children's National is the only exclusive provider of acute pediatric services in the Washington metropolitan area.

Application

Secure File Transfer

Automation

HIPAA Compliance

Customer Issue

As a healthcare provider, privacy and security are always a high priority. In addition, the legacy FTP server that Children's National had been running needed more management functions and increased flexibility. A more powerful, flexible and secure solution was identified as the strategic direction for the hospital. The solution needed to provide scheduled transfers, advanced logging and compliance with FIPS and HIPAA.

Search Criteria

Visibility into processes, to assure secure connections and successful completions of data transfers, was one of the key criteria in the search for a new solution. "We were looking for a solution with the right set of features, and not more than we needed," says Frederick Curry, Director of Information Security for Children's. "Ease of implementation was also a primary requirement in our search."

With security issues becoming increasingly important, and regulatory compliance always a key requirement, Children's considered ten potential solutions, and quickly narrowed that down to 3 possibilities. After a successful trial of the software, the Cornerstone Managed File Transfer platform was chosen, along with a DMZedge server to reduce the risk of network breach. Several security-focused add-on modules – the FIPS 140-2 module and the Real-time PGP module to encrypt data at rest – were also chosen as a way to ensure data security and compliance.



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Implementation

Children's has made extensive use of Cornerstone's events automation and notification capabilities. When data feeds are received or sent, notifications are generated so that status is available up to the minute.

"The file transfer automation and notification capabilities helped free up some previously manual activities," says Curry. "Our staff does not spend as much time on file transfer-related activities and the status notification features help us to stay on top of what's happening."

One of the major considerations in choosing Cornerstone was a simple implementation process. With limited resources to devote to a lengthy installation and customization project, it was important to have a solution that could be functional in a very short period of time.

The implementation process was a positive experience. The installation and setup went forth quickly and without major implementation issues. A "quick and painless" migration from the legacy FTP system was a goal that was easily realized with the Cornerstone solution. "We were pretty skeptical," Curry says. "In this case, the problems just weren't there. Everything worked just like it was supposed to."

The solution serves both internal and external users in a very interactive environment. Server-to-server transfers and automated processes are also a significant part of the implementation.

Summary

"We began experiencing immediate improvements to our processes," says Curry. "The design of the Cornerstone MFT solution provided us with greater security which assists us in meeting our regulatory requirements." The availability of add-on modules in Cornerstone enabled Children's National Medical Center to achieve their goal of implementing a secure, automated solution that had just the right set of features to meet their needs.

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