



Beth Israel Deaconess Medical Center Top U.S. hospital improves security and HIPAA compliance when collaborating on sensitive content with external researchers.

“Before implementing Accellion I received numerous calls about ad hoc large collaboration projects. Since its deployment I have received zero inquires and numerous compliments. That alone speaks volumes.”

- John D. Halamka, M.D. M.S.,
CIO of Beth Israel Deaconess
Medical Center

Ranked by *US News & World Report* as one of the nation’s top hospitals, Beth Israel Deaconess Medical Center (BIDMC) is renowned for excellence in patient care, research, teaching and community service. Among independent teaching hospitals, BIDMC is the fourth-largest recipient of biomedical research funding from the National Institutes of Health. To maintain its leadership – and funding – BIDMC relies heavily on the ability to quickly share Protected Health Information (PHI) and other sensitive content among staffers and outside researchers.

Challenge

Faced with growing evidence of users sending sensitive content through unsecured or third party services off the network, and therefore outside of the IT department’s control, BIDMC’s CIO Dr. John Halamka was quick to realize the significant HIPAA risk this presented. As BIDMC tightened their email policies and practices, however, he realized they were pushing users to less secure shadow IT solutions as workarounds. As a result, the volume of unsecured content transactions started to climb and it became clear BIDMC needed a solution that not only prioritized security but was so easy to use it would invite, rather than discourage, adoption.

Initially, BIDMC developed a home-grown solution. Although it met the need for providing a secure content collaboration service, the everyday management of the solution was too labor intensive and it wasn’t user friendly. Realizing the amount of development effort and ongoing administrative overhead it would take to address the solution’s shortcomings, Dr. Halamka decided it was much more prudent to find a commercial product that was backed by strong technical support.

Solution

A search quickly led Dr. Halamka to Accellion. Accellion’s solution was the only product to offer all the capabilities needed to address BIDMC’s secure collaboration requirements including an intuitive interface, network virus protection, and, more importantly, key management capabilities such as security monitoring and process control.

With Accellion, BIDMC staff is able to share and collaborate on vast amounts of sensitive data with external researchers easily and securely. When asked about the value Accellion provides, Halamka is quick to respond:

Quick Facts – Beth Israel Deaconess Medical Center



Deployed Since
2006



Number of Users
**1000 internal
unlimited external**



Custom Web Interface
Yes



Email Integration
Yes



Mobile Integration
Yes

✓ Ability to share and receive large files in a secure manner, without additional IT support

✓ Easy to use for end users, while providing robust security monitoring and process controls

✓ Technology is compliant with healthcare regulations such as HIPAA and HITECH

“A CIO measures the quality and effectiveness of a solution based on the ratio of complaints to compliments. [With Accellion], I have received zero inquiries and numerous compliments. That alone speaks volumes.”

“A CIO measures the quality and effectiveness of a solution based on the ratio of complaints to compliments. Before implementing Accellion, I received numerous calls about ad hoc collaboration projects. Since its deployment, I have received zero inquiries and numerous compliments. That alone speaks volumes.”

Benefits

BIDMC has reported several benefits since deploying Accellion. These include:

- Enhanced security to protect PHI and demonstrate compliance with HIPAA.
- IT control of all content utilizing secure folders, file/folder expiration, content encryption file locking, secure file sharing and more.

- Ability to send and receive large files in real-time securely without relying on shadow IT workarounds.
- Security monitoring and process control to enhance visibility into all file activity.
- Minimal IT support for solution set up and operation, particularly for non-technical staff and external researchers.
- Intuitive user interface that is easy to use.
- Virus protection on all files to protect the network.

TOP-SELLING POINT

Provides BIDMC the confidence that PHI and other sensitive content is shared securely to comply with HIPAA.

STAND-OUT FUNCTIONALITY

An intuitive, easy to use solution that requires little, if any, IT support.

COOL USE CASE

IT utilizes key management capabilities for visibility into who's sending files to whom.

About Accellion

Accellion, Inc. enables enterprise organizations to collaborate on content with external partners securely via private cloud. Enterprises can leave existing content where it lives today, and extend it outside the firewall without having to migrate content or disrupt their business workflows. Accellion's solutions are used by more than 15 million users and 2,500 of the world's leading corporations and government agencies including Procter & Gamble; KPMG; Kaiser Permanente; Latham & Watkins; National Park Service; Umpqua Bank; Cargill; and the National Institute for Standards and Technology (NIST).

Email: sales@accellion.com
Phone: +1 650-249-9544

Accellion, Inc.
1804 Embarcadero Road
Palo Alto, CA 94303

