The Leader in IT Foundation Management
TDi Technologies

GE HEALTHCARE

Healthcare Leadership built on IT Foundation Management

Challenges

Protect patient health records, deliver mission-critical services to healthcare providers and meet all requirements of HIPAA by:

- Securing and protecting networks, systems, and data from the Insider Threat

- Preventing violations to HIPAA and protect the organization from litigation

- Integrating seamlessly with GE Healthcare's solutions

- Creating forensic evidence trail of exactly what is done, when, and by whom, including users with systems administrative privileges—in all operating modes

- Implementing secure systems-wide remote monitoring and problem-resolution

Solutions

GE Healthcare recommends and installs IT Foundation Management for Healthcare solutions because of the ability of the solutions to:

- Enable privileged interface security on all devices

- Support HIPAA compliance by protecting patient data and preventing breaches

- Bundle with GE Healthcare's overall medical practice solutions

- Create forensic records of all actions - down to the keystroke

- Deliver remote remediation and monitoring with real-time statistical information

Benefits

The key financial, strategic, and operational benefits enjoyed by GE Healthcare and its customers through IT Foundation Management for Healthcare solutions includes the following:

- Comprehensive capability to detect and respond to internal threats

- Reduction of downtime and expense resulting from tampering by privileged insiders, including harm to the brand and the cost of litigation

- Persistent, real-time statistical information (not periodic polling) for immediate control and remediation

- Reduction in cost and increased flexibility of security and system event detection and remediation with remote access capabilities

QUICK FACTS

Industry: Healthcare

Worldwide Revenue: USD $17 billion+

Employees: Over 46,000 in 100+ countries

Website: www.gehealthcare.com

Product: IT Foundation Management for Healthcare by TDi Technologies

As the world moves toward the "digital hospital," GE Healthcare is leading the way with the technology healthcare providers—and patients—need to safely and reliably manage the "healthcare experience." As a technology leader in healthcare, GE turned to TDi Technologies® and IT Foundation Management to help them ensure that patient records are protected, services are delivered and HIPAA compliance is met - without exception.

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> "As a group, we feel we are on a mission to inform all the customers we can that there is potential danger from the Insider Threat that could bring them to their knees."

Brian Mitchell, General Manager, Hospital & Physician Practice and Technology Sales, GE Healthcare

GE Healthcare & TDi: Protecting Patient Records with Real-Time Information

With over 46,000 employees working in more than 100 countries around the globe, GE Healthcare, a division of the General Electric Company, is one of the world's leading providers of transformational medical technologies and services that are shaping a new age of patient care – including secure and protected systems and the patient records and information contained in them.

"Making sure our customers are compliant with HIPAA regulations and that they are securing their patient medical records are primary concerns to us," says Brian Mitchell, GE Healthcare's general manager of hospitals and large and small practices, as well as technology sales. "So a few years ago, when we learned from TDi Technologies® about a whole new set of security issues and challenges and potentially huge problems for our customer base, we paid attention."

TDi Reveals the "Insider Threat" and GE Healthcare Swings into Action

"What we learned," says Mitchell, "is that there is a security hole in everybody's computer called the Baseboard Management Controller (BMC) that anyone can access to get into the system if it's not protected, and once inside, they are unmonitored and unrestricted in what they can do. Yes, they can bring a company to its knees, and it's happened, but even worse, they can cause serious, serious litigation problems, and that's happened, too."

A typical organization can have thousands of devices each with a BMC port. People with mal intent — even privileged administrative users — can, for example, enter through any one of these BMC security holes to steal records, change records, or just wreck the system entirely – all without being detected.

"When we saw that TDi had a secure, remote remediation and monitoring tool that you could connect to any device that either had a network connection or a serial port, and that this solution could help stop the Insider Threat with real-time information, we decided to include it as part of our overall medical practice solution," says Mitchell.

Foundation Management: Persistent Connections for Dozens of GE Healthcare Customers

"Foundation Management establishes what TDi calls a 'persistent connection' to the baseboard management controller," explains Mitchell. "This allows everything to be monitored with parameters enabled so that alarms can be set off all over the place, and whoever logs in is tracked and everything they do is tracked by keystroke. No longer can someone with system management privileges go in undetected and wreak havoc with the system."

Foundation Management for Healthcare is a TDi Foundation technology that not only enables remote remediation and monitoring, but unlike other solutions, which provide mere periodic polling mechanisms, it establishes persistent connections that actual sense events as they happen. "So instead of dealing with something after the fact," says Mitchell, "with TDi, you can deal with it immediately, on the spot."

"There is an, 'Oh, this is never going to happen to me' mentality out there," says Mitchell. But the value of Foundation Management in protecting patient records is most appreciated by organizations that have experienced a brute force hacking attack firsthand. One GE Healthcare customer, Mitchell reports, was hit with over 8,000 brute force attacks, and in response, it desperately tried to export all the data out of its systems – crashing the network. The customer never even knew if the attack originated inside or outside, because it didn't have the means to detect it. Avoidable stories like this are why GE Healthcare and TDi have partnered to share the mission of creating awareness of (and Defending against) the Insider Threat to all who will listen.

GE Healthcare and TDi Turn Challenge into Opportunity for the Healthcare Industry

Only GE Healthcare has the global depth and resources to change the face of healthcare, and only TDi has the technology to stop the Insider Threat and protect patient records and data security. "In this area, TDi is a technology leader. If there are other companies that do anything like what TDi does, I'm not aware of them," concludes Mitchell.

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