iSHERIFF
Security Made Easy

AAA Ambulance

PREVENTS SECURITY EMERGENCIES WITH ISHERIFF CLOUD SECURITY

AAA Ambulance Service
Mississippi USA
www.aaaambulance.net

Industry:
Medical Services

Region:
U.S.

Customer Requirements:
‣ Malware Protection
‣ Remote Monitoring
‣ Use Policies
‣ HIPAA Compliance

Solution:
iSheriff Cloud Security

Founded in 1965, AAA Ambulance is one of the first licensed emergency medical service providers in the state of Mississippi. AAA Ambulance delivers pre-hospital emergency care throughout Southeast Mississippi, serving more than 200,000 people in 12 counties. A fleet of over 60 ambulances is utilized to deliver superior emergency service and reduce trauma-related suffering and health care costs.

Kyle McDonald is a technical support analyst at AAA Ambulance. He and another Information technology (IT) staff member are responsible for overseeing AAA Ambulance's entire computer network, consisting of endpoints at the organization's main campus and 11 remote locations.

THE BUSINESS CHALLENGE

Mr. McDonald needed a solution to protect AAA from malware, spam, and viruses. Remote stations needed monitoring to not only ensure security but also keep workers in those areas productive by enforcing acceptable use policies for Internet browsing. In addition, Mr. McDonald needed to be sure AAA Ambulance complied with HIPAA regulations regarding the security and privacy of patient data.

"We are deeply committed to preserving the privacy of all the patients we serve," Mr. McDonald said. "Additionally, HIPAA regulations require us to ensure that our technology is protected. Our IT department serves the entire organization; therefore, we needed a service that would help us provide real-time analysis of email and Web traffic so that we can effectively guard against HIPAA compliance breaches and prevent any accidental disclosure of electronic protected information (EPHI)."

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> *"Although assistance throughout the implementation was made readily available, we were self-sufficient in little time. A simple implementation process is crucial given the fast-paced environment in which we work, where we have little time to spend installing and learning to operate new systems."*

Kyle McDonald
Technical Support Analyst
AAA Ambulance Service

THE SOLUTION

ISheriff Cloud Security is the industry's first and only unified content and endpoint security service, delivered from the cloud. The iSheriff solution delivers fully integrated Web, messaging, and endpoint security – providing multi-layered protection against today's blended threats, simply and cost effectively. The service is designed to be easy to use, with a single management console and single set of enforceable policies.

Mr. McDonald chose ISheriff Cloud Security's endpoint protection service to guard AAA Ambulance from threats to its security. In addition, the iSheriff Web and email service provides AAA Ambulance with a critical additional layer of protection; Web filtering was deployed to all workstations including those in remote locations, allowing the organization to protect and control Internet browsing behavior. Corporate email is filtered through the iSheriff email security service.

Health care organizations are faced with increasing security, compliance and productivity requirements. iSheriff for Business is ideal for these organizations as it delivers end-to-end security, manages complexity and reduces cost from a single cloud-based platform. Furthermore, ISheriff Cloud Security automatically encrypts EPHI according to HIPAA procedures and provides data leakage protection to ensure the security and privacy of EPHI.

IMPLEMENTATION

IT staff are often in heavy demand for their technical expertise, leaving little available time for all of the tasks that are required of them; the implementation of a security solution must not be a lengthy, time consuming process. Mr. McDonald appreciated the ease with which ISheriff Cloud Security was installed, taking only a few conference calls with the iSheriff customer support team to get up and running.

"Implementing our new security system went very smoothly," Mr. McDonald said. "Although assistance throughout the

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RESULTS

With ISheriff Cloud Security, AAA Ambulance's patient data is safe and secure. The iSheriff solution helps maintain HIPAA compliance by defining a single set of security policies, monitoring the transmission of EPHI, automatically enforcing procedure in email and Web communications, detecting any breaches in policy, and analyzing Web, email, and endpoint activity with a central reporting system. In addition, ISheriff Cloud Security has helped to improve user productivity at remote locations by limiting access to certain unauthorized Web sites.

"The iSheriff solution is working well for us," Mr. McDonald said. "Not only are we now HIPAA compliant, but we are keeping viruses out of the network, protecting against phishing attacks, and keeping our staff more focused on their work." Mr. McDonald also likes the single management console, technical assistance that is available from iSheriff around the clock, the details made available from the reporting system, and the remote management capabilities. He finds the solution lacks nothing that his organization needs to stay secure.

THE FUTURE

Given the success AAA Ambulance is having with the iSheriff solution, the organization plans to extend the cloud service to include all of the organization's endpoints. For now, the only emergencies AAA Ambulance is responding to are those its medical team is well trained to handle.

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