Veriato

Veriato 360 Vital to Confidentiality, Security and Productivity at St. Margaret's Somerset Hospic

ST. MARGARET'S

St. Margaret's Somerset Hospice is a charity committed to providing specialist palliative care, advice, support and respite to patients and their families living in Somerset and parts of neighbouring counties.

St Margaret's Somerset Hospice operates a network with 13 Windows Server computers and nearly 200 Windows workstations. Approximately half of the workforce uses mobile laptops at 26 sites including two main inpatient units and three county offices.

Industry: Healthcare   Location: Taunton, Somerset, England   Employees: 1700

THE CHALLENGE

Ensuring compliance with regulatory requirements is a challenge for any company. The healthcare industry faces particular scrutiny ensuring patient information is secure, and confidentiality is not compromised. Similar to the Health Insurance Portability and Accountability Act (HIPPA) in the United States, St. Margaret's Somerset Hospice must conform to Caldicott principles, a set of guidelines established in England and Wales to ensure National Health Service (NHS) patient information remains secure and confidential.

"We have exact clinical guidelines set out by Caldicott principles," said IT Manager Nick Middleton. "To protect against breaches of confidentiality and ensure security, we have a Senior Medical Consultant whose sole purpose is to be a Caldicott Guardian."

Despite their best efforts, however, confidential information leaked into the public domain. According to Middleton, "The Chief Executive came to me with the request: 'Can you tell me who has accessed this file?' Unfortunately, I could not!" This theft of intellectual property, and the resulting 'information rights issue', cried out for monitoring software at St. Margaret's Somerset Hospice.

THE SOLUTION

In the wake of the disconcerting data breach, implementing computer activity monitoring software became a top priority of St. Margaret's management.

"The first program we tried was based on Windows auditing, and it was a dismal failure," said Middleton. "Then we noticed Veriato 360 the known as Veriato 360 while searching the Internet. We worked with Veriato in the UK, setting up a demo, which looked good. We followed that with a trial to ensure Veriato 360 met our needs in action, and it did."

Middleton was impressed with the powerful Document Tracking technology in Veriato Veriato 360.

"I was really amazed at its power and effectiveness. Veriato 360 was the only program with the ability to show us who has opened, edited, and printed a file. With Veriato 360, it was very easy to do, and it gave us so much information."

Discoveries

Since purchasing Veriato 360, St. Margaret's Somerset Hospice also revealed instances of intellectual property theft.

"One employee transferred data to removable media and took it when they left their job. The data was completely gone. They actually took the ONLY copy of a document in existence ... on a USB stick," said Middleton.

"Using Veriato 360, we were able to demonstrate it was on removable media. And because we were able to show this, we were able to have it addressed by our legal department."

Although Veriato 360 was purchased to ensure the security of patient information, Middleton said that when he reviewed Veriato 360's many additional features, the potential to easily assess productivity and overall network performance became apparent.

"Using Veriato 360 we found some social networking activity of concern, much of it Facebook," said Middleton. "Facebook can be addictive ... and costly. We decided to block access to Facebook and few other social networking sites using the black list/ white list capability. We wouldn't have been able to identify this issue without Veriato 360".

St. Margaret's Somerset Hospice was challenged to conform with Caldicott principles, a set of clinical guidelines similar to HIPAA in the United States.

Working with Employees

Middleton said St. Margaret's Somerset Hospice abides by stringent protocol when it comes to viewing Veriato 360 captured data.

"With the onset of Veriato 360, we amended our policies and procedures to include employee activity monitoring. In addition to our Internet IT Policy, we use a Login Message as a prompt, directing users to review that information," said Middleton. "We needed to make all employees aware of monitoring, and we are careful to keep them aware," said Middleton.

"But we use the details only in specific cases and by official request. I am the only person with access to the Veriato 360 dashboard. I can conduct an overview of activity using Veriato 360 at any time, but access to a user's activity... to drill down to the details... that is by request only, and has to be approved by our Chief Executive."

"We absolutely work to protect the employee and their confidentiality. Our senior management and the legal department work very closely to ensure we don't infringe on human rights."

Veriato 360: The Software of Choice

"From the beginning, that's what we were looking for, to be able to see and track actions taken on a specific document," said Middleton. "Using Search to create an audit trail, to see who might have accessed a specific document, which was the initial request we could not comply with ... until we implemented Veriato 360."

In addition to providing peace of mind that St. Margaret's Somerset Hospice patient data is constantly monitored and user activity is documented, Middleton appreciates the other powerful features within Veriato 360.

"Veriato 360 has definitely been worth the purchase and the effort. When you compare it to the price of other software necessary to get a computer up and running in a business environment, it's priced right. Veriato 360 is part of the overall picture, an essential part of our network. It's a performance management tool ... to ensure our network and environment are running smoothly."

"I am extremely pleased with Veriato 360. It does everything I expected and wanted ... and more. I struggle to think of anything I'd like it to do that it doesn't already!"

"Veriato 360 was the only program with the ability to show us who has opened a file, edited a file, and printed a file. With Veriato 360, it was very easy to do, and it gave us so much more. Veriato 360 was a breath of fresh air. I was really amazed at its power and effectiveness."

Nick Middleton, IT Manager, St. Margaret's Somerset Hospice

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Veriato 360 Is a user activity monitoring solution that enables companies to log, retain, review and report on employee activity.

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Veriato is an innovator in actionable User Behavior Analytics and the global leader in User Activity Monitoring. More than 36,000 companies, schools, and government entities worldwide have relied on Veriato solutions to gain insight into the user activity on their network, and enjoy the security and productivity increases that come with it. The Veriato mission is to provide world-class software and support that enables our customers to protect their most valuable assets, reduce their risk, and gain unparalleled visibility into their operations. Veriato's award-winning solutions include Veriato Recon (behavioral analytics based insider threat detection), Veriato 360 (enterprise-grade User Activity Monitoring), Veriato Investigator (employee investigation tool), Veriato Log Manager (event and security log management) and Veriato Server Manager (server management solution).

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