



Customer Case Study

Challenge:

- Needed to protect patient records
- Wanted to convert to a Software-as-a-Service model

Solution:

- Contacted Aurora® Enterprises

Results:

- PGP® Whole Disk Encryption SaaS Enabled
- Data on remote laptops secured
- HIPAA compliance achieved

About Aurora®

Aurora provides comprehensive security consulting services for mid-market and enterprise level customers. Our security assessment services are centered on Application Security, Network Security and Endpoint Security. From quick Vulnerability Assessments to deep dive Security Strategy Development, our security professionals include practical recommendations with a holistic approach to information privacy.

Aurora specializes in implementing solutions that cover Web Security, Email Security, Endpoint Security, Application Security and Data Encryption. Solutions are customized to the customers' environment and preferences. We encourage deployment flexibility by providing solutions in the form of software, appliances, virtualized solutions and SaaS.

Whole Disk Encryption SaaS from Aurora® Helps Skilled Healthcare



**Skilled
Healthcare
Group**

Skilled Healthcare, LLC is a leading support services provider to the long-term care profession. Through an administrative and support services network, the company provides direct support to 76 skilled nursing facilities and 21 assisted living facility business affiliates in seven states.

The protection of patient records had become a priority at the company's Orange County, California location, according to Engineering Project Manager Shawn O'Malley.

"We didn't have any data encryption for our laptops, and there was a possibility of patient health care information being stolen," O'Malley said. "We haven't had any data leak out yet, but we wanted to be pro-active and make certain we had good riskmanagement practices in place. This was also important to meet HIPAA compliance standards for data retention, recoverability and security."

O'Malley was already familiar with PGP and their outstanding reputation for Whole Disk Encryption, but needed a vendor to provide the service in a way that would not interrupt their business. "I found out that Aurora was one of three PGP Gold Partners, and that made our decision," he said.

Aurora provided Skilled Healthcare with full disk encryption on a SaaS subscription, including PGP's Windows and Mac Whole Disk Encryption on a monthly "pay as you grow" basis.

"Instead of buying a server, and paying consulting fees and training in-house engineers on managing the solution, companies like Skilled Healthcare hire us to host the server and software. We take care of management, updates, training and support," said Aurora® CEO, Philip de Souza.

"We wanted to go with a SaaS implementation because of the lower start-up cost, and because we didn't want to have the servers housed at our location," O'Malley explained. "We needed a system that provided secure encryption to our laptops in the field combined with low overhead costs and a quick time to market."

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PGP Whole Disk Encryption locks down the entire contents of a laptop, desktop, external drive or USB flash drive. The encryption automatically protects data in a way that is transparent to the user. Laptops using the software can be accessed only by providing a key, which means should they become lost or stolen, their hard drive data remains encrypted and inaccessible.

“We receive many calls from companies seeking what Skilled Healthcare required, which is why many more businesses are opting for the SaaS business model,” de Souza reveals. “The monthly fixed cost of SaaS is less expensive in the long run because the customer is not required to manage and upgrade the system internally. It also saves on manpower because they are not required to train an employee to manage it.”

SaaS installation at Skilled Healthcare was completed in less than one week, which included four hours of training with IT personnel. End users were not impacted by the changes. “It was a transparent process for our employees,” confirmed O’Malley. “The SaaS model didn’t add any steps to their login process.

“We’re very glad to have selected PGP® and Aurora®,” O’Malley said. “Not only have we reduced our operating costs, we’ve also limited our potential liability in terms of risk to information loss, which could be much more substantial.”