![MaaS360 by Fiberlink, an IBM company]

MaaS360 Helps JourneyCare Achieve HIPAA Compliance

The Challenge: Supporting Nurses in the Field While Safeguarding Patient Data

JourneyCare is a not-for-profit agency headquartered in Barrington, Ill. For over 30 years, JourneyCare has provided pain and symptom management and end of life expertise to young and old in 10 Illinois counties.

When nurses in the field began utilizing company-owned mobile devices to access patient data and complete point-of-care charting, JourneyCare recognized the need to increase security in order to maintain HIPAA compliance.

In addition to the challenge of supporting a remote network of nurses in the field, JourneyCare needed to address the stringent guidelines for information security outlined by HIPAA. As a non-profit agency that handles sensitive personal health information on a daily basis, protecting corporate data is of the utmost importance. A data breach would not only result in extensive fines for JourneyCare, but also compromise its reputation in the field and the funding required to provide end of life care for its patients.

JourneyCare's IT team recognized the need for a cloud-based Mobile Device Management (MDM) solution to securely support its field organization without incurring the additional costs of implementing an on-site solution.

The Solution: MaaS360 for the Secure Management of Mobile Devices with Cloud-based Delivery

The JourneyCare team researched three solutions to manage their fleet of more than 200 iPhones and iPads. Fiberlink's MaaS360 product was the only solution that provided the features and security functionality JourneyCare was looking for to handle its enablement and compliance requirements. The team was very impressed with Fiberlink's reputation with its peers in the healthcare industry and the customer reviews of MaaS360.

"The cloud-based solution was a great selling point," said Eric Jensen, IT Network

---

![journeycare logo]

Solution Overview

- **Customer:** JourneyCare

- **Industry:** Healthcare

- **Geography:** Chicagoland Area

- **Challenge:** JourneyCare needed to support multiple mobile devices for its nurses in the field, while ensuring the protection of patient information and corporate data for compliance with HIPAA regulations.

- **Solution:** Cloud-based MaaS360 solution enables JourneyCare to support a full range of mobile devices and ensure the security of corporate data without additional hardware investment.

- **Results:**

  - Ability to enable and support JourneyCare nurses in the field

  - Increased security of sensitive data, while still maintaining the usability employees require

  - Greatly reduced administrative burden and travel costs with a cloud-based solution

Specialist at JourneyCare. "As a non-profit, we would have had to seek additional funding for the required hardware to support an on-site solution. MaaS360 enables us to leverage the functionality of the solution without a significant hardware investment."

Securing Sensitive Data

Mobile devices are so easy to lose, making the need to secure corporate data even more vital for JourneyCare to ensure HIPAA compliance. The location tracking functionality enables the IT team to track and recover lost devices. Additionally, through the MaaS360 solution, JourneyCare's IT team is able to wipe lost devices remotely to make sure corporate data is not vulnerable.

"The ability to perform remote wipes is priceless in this industry," said Jensen. "A HIPAA violation can result in fines of $50K per patient. The loss of a single phone can result in astronomical fines depending on the number of patients' information compromised."

Mission-critical Support

JourneyCare began their adoption of MaaS360 with a 30-day free trial. From the beginning of their relationship, they were able to leverage the Fiberlink support team to get them up and running with the solution. "Fiberlink's customer service and support have been phenomenal throughout our ramp up process through today," said Jensen. "They are always available to answer questions, help us set up new features and talk us through solutions. We can't say enough about the support we have received from Fiberlink. It definitely 'sealed the deal' on our decision-making process."

The Benefits: Preventative Measures and Administrative Efficiencies Lead to Cost Savings

MaaS360 has enabled JourneyCare to successfully support its remote fleet of mobile devices while maintaining the high level of data security required for HIPAA compliance.

Through security features such as location tracking, reporting and the alert center, JourneyCare is able to proactively monitor devices to avoid costly security breaches caused by lost or stolen devices. They have already utilized these features to recover 5-6 iPhones in their first year.

Nurses can now complete point-of-care charting and remotely check on the status of patients via secure, encrypted patient data. Timesaving apps and documents are pushed to devices. In addition, MaaS360 has enabled IT to make policy changes remotely without any user interaction, reducing the time and costs associated with travel to corporate offices for remote employees and volunteers. All of these efficiencies have been realized with little to no learning curve for the nurses in the field, allowing them to focus on patient care, not on the technology.

> " Fiberlink's customer service and support have been phenomenal throughout our ramp up process through today. "
>
> – **Eric Jenses,** IT Network Specialist, JourneyCare

For More Information

To learn more about our technology and services visit www.maaS360.com. 1787 Sentry Parkway West, Building 18, Suite 200 | Blue Bell, PA 19422 **Phone** 215.664.1600 | **Fax** 215.664.1601 | sales@fiberlink.com