



St. Vincent's Hospital

Finding visibility, flexibility and control with MaaS360



St. Vincent's Hospital

The Challenge: Meeting the Demand to Deliver Apps on Mobile Devices While Maintaining the Security of Patient Data

St. Vincent's Hospital in Australia offers best-in-class services, facilities, and expertise, along with educational opportunities to the residents of the greater Sydney area and New South Wales. As a part of Australia's largest not-for-profit healthcare provider, its staff of surgeons, clinicians and administrative staff annually provides critical care, surgical, rehabilitative, mental health, and other crucial health services. The hospital has an international reputation for innovation and is regarded as a center of excellence for clinical care, research, teaching and medical leadership.

CUSTOMER:

St. Vincent's Hospital

INDUSTRY:

Healthcare

LOCATION:

Australia

CHALLENGE:

Rapid proliferation of unsecured, unmanaged smartphones and tablet devices at this best-in-class hospital had the potential of compromising sensitive patient information.

SOLUTION:

MaaS360 by Fiberlink provides the visibility, agility and automated controls to manage corporate and employee-owned devices from a centralized console.

RESULTS:

- St. Vincent's staff is able to access integrated clinical information systems on popular devices of their choosing
- Centralized control ensures security and reduces IT workloads
- Staff access a catalog of pre-authorized public and private apps on demand, and are alerted to updates as they occur

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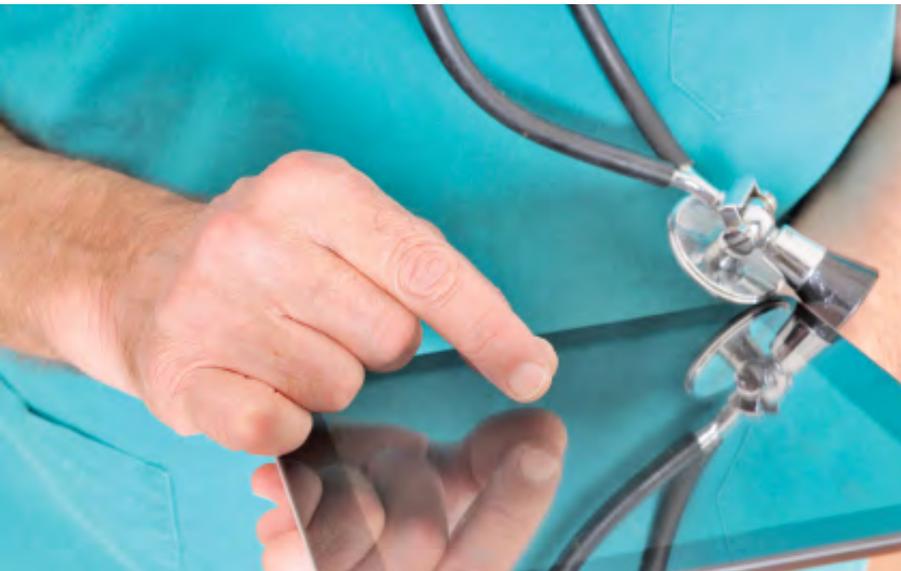
“Adding devices is incredibly easy - just send an SMS message to a user and they follow some simple instructions. Our users couldn't be more pleased with the ease with which we can deliver remote support for their devices, instead of having to turn them in. When there are application or OS issues, we handle it from the console back in IT. We expect that feature to be a tremendous time-saver.”

- Peter Param, Manager of IT Security,
St. Vincent's Hospital

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It is this passion for innovation that has led the hospital to automate much of its clinical systems and to begin porting them to the smartphone and tablet devices that many of their staff have begun to rely on. The hospital IT staff has begun this development in many areas, including applications that present test results and correlate them to patient histories, and one that provides instant access to radiological and other scans. Demand for additional apps delivered in this way is only expected to grow.

“Once it became known that these apps were now available for handheld devices, we saw an avalanche of them being brought in, particularly iPhones and iPads,” said Peter Param, Manager of IT Security at St. Vincent's. “We had quite a mix of devices in use at the hospital, from those distributed by us to personal ones brought in by the clinical and administrative staff. We needed to act quickly to be able to manage their use securely.”



The Solution: Mobile Device Management (MDM) with No Additional Infrastructure Changes, Easy Deployment

With the number of devices accessing potentially sensitive patient data on the rise, Peter and his team needed to find a solution that would ensure security and fit into their heterogeneous environment quickly, with minimum deployment headaches.

“We looked at what was on the market, and it quickly became a two-horse race between Airwatch Enterprise MDM and

MaaS360 by Fiberlink,” reported Peter. “When run side-by-side, we found we preferred MaaS360 for its cloud deployment model and resulting efficiency in deployment management - the ‘delta’ to add the ability to manage mobile devices was very small. The Airwatch solution would have required us to deploy a separate architecture to run it on, and we just didn't want to invest the time and effort when there were easier alternatives to be had.”

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When considering the features that were going to be important to the organization as a whole, Peter's primary concerns were the security features enabled by the system and the time and resources it would take to manage it. MaaS360's ability to know and control information security safeguards on employees' mobile devices and react rapidly to lost or stolen devices through remote wiping features was particularly attractive, since the devices could have sensitive patient data on them.

As the number of devices proliferated at the hospital, MaaS360's automation, including enforcement of corporate security policies and the ability to remotely install applications on devices across the organization became important for ongoing ease of management.

Peter considered the time and resource impact on his team, as well as the varying levels of technical expertise among the hospital's staff. With MaaS360's cloud-based architecture, there were no servers to install, no complex configurations or infrastructure changes, and no investment in expensive business software.

"Deployment has been very quick - the whole system was turned-up within a week. he pointed out. "Apps and updates are pushed very easily to users, who are already quite familiar with that native experience on their smartphones; the transition has been seamless."

The Benefit: Visibility, Flexibility and Control

MaaS360's web-based management console enables St. Vincent's Hospital IT Security staff to gain visibility into all devices across multiple platforms. Param's team can discover, enroll, manage, and report on all mobile device status quickly and easily, and with the click of a mouse.

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for their devices, instead of having to turn them in. When there are application or OS issues, we handle it from the console back in IT. We expect that feature to be a tremendous time-saver,” Peter added.

MaaS360's Application Management features give mobile workers access to a catalog of pre-authorized private and public apps, available directly on their devices. Users can view and install them by touch, and get automatic update alerts. “Once an app ‘hits’ among our clinical staff, it takes off like wildfire. The ease with which we can control and authorize those deployments is increasingly important to us.”

Poised for the Future

St. Vincent's MaaS360 deployment, currently focused on initial device enrollment and app deployment, is providing returns in IT efficiency, but once fully operational, Peter sees the real long-term value in user satisfaction. “Right now, it's a function of the apps being made available. But once we're able to push them out, once the clinical staff sees that they are able to access test results, scans and patient histories on a device they keep in their pocket, we expect to recoup its full value quickly!”



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