



## Background

Touchstone Behavioral Health started out as Arizona Boys Community in 1968. Today, the company provides evidence-based behavioral treatment programs for at-risk children. Based in Glendale, Arizona, Touchstone employs over approximately 200 members and operates four locations in the Phoenix area, plus one in Flagstaff and one in Tucson.

## Challenges

Touchstone Behavioral Health wanted to:

- Protect the data that would be accessed and stored on desktops, laptops, PDAs, and USB drives
- Minimize the impact on end users
- Streamline ongoing administration by using a single management console with a consolidated view across platforms and device types
- Ensure full recovery of encrypted data
- Follow compliance regulations as a blueprint for best practices

## Solution

Touchstone Behavioral Health is using CREDANT Mobile Guardian (CMG) software for endpoint data protection.

## Results

CREDANT enabled the healthcare institution to:

- ✓ Safeguard data with little to no increase in administrative burden
- ✓ Maximize operational productivity for routine tasks such as trouble shooting devices and recovering data
- ✓ Eliminate the impact to end users by avoiding the pre-boot login authentication process required by full disk encryption products
- ✓ Support all required platforms and device types using one solution with a single management console and consolidated enterprise-wide view

**“I found the Credant solution to be far superior architecturally focusing on protecting and managing what’s really important in our business; the data, not the device.”**

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**Steven Porter**  
Chief Information Officer  
Touchstone Behavioral Health

## Business Problem

In July, 2007 Touchstone implemented an Electronic Medical Records SaaS offering for its employees. As part of this implementation, they realized a need to protect the data that would be accessed through the EMR and stored locally on a variety of devices. Being a healthcare institution, this need was further driven by compliance to HIPAA regulations. Even though Touchstone may have been HIPAA compliant without implementing device and data protection solutions, they felt that compliance regulations are often a blueprint for best practices and followed the regulations accordingly.

Touchstone has been using the latest version of the Symantec Endpoint Protection suite effectively closing the potential risk of device-based attacks. After securing network access control, both locally and remote, the last piece of the puzzle was to protect the data on the many endpoints. But a key factor was the need to protect the data without interrupting the normal user activities. In other words, the solution had to be transparent to the end-users.

What's more, Touchstone has a very respected brand and reputation and are very focused on protecting both. If any Personally Identifiable Information (PII) were to leak out of Touchstone, their reputation and brand would be severely impacted. They needed to stay above reproach on any issue related to patient confidentiality.

## Why CREDANT?

CREDANT was chosen as the encryption management solution for Touchstone because of the architectural difference CREDANT offers from other solutions. CREDANT's data-centric, policy-based approach to data protection is the best way to protect sensitive information across multiple platforms. The CREDANT Mobile Guardian (CMG) solution protects data wherever it resides. Laptops, USB drives, CD/DVDs, iPods and other mobile devices are all protected centrally from a web-based management console. Even more impressively, the cross-platform, data-centric approach was completely invisible to the end-user. From a business justification perspective, the healthcare institution selected CREDANT Mobile Guardian because the product provided:

- **A single, cross-platform management console** which significantly reduced ongoing administrative burden.
- **Fast, easy data recovery** to ensure smooth day-to-day operations.
- **Phased deployment** for a more gradual and controlled implementation.
- **Breadth of platform support.**

## Benefits

CREDANT's product quality, customer support, and vision combined with the company's ability to address client needs and adapt to technology change were the keys reasons why Touchstone Behavioral Health initially chose and remains committed to the CREDANT solution.