

Touchstone Behavioral Health

Providing security for sensitive client information with a four-person IT staff—and help from Symantec



Staff members with Touchstone Behavioral Health meet their young clients at their homes or other remote locations, and their laptops sometimes carry malware by the time they return to the network. Symantec Endpoint Protection secures these endpoints by quarantining any laptop with out-of-date security patches or potentially harmful code. Endpoint Protection also helps Touchstone's four-person IT staff prepare for audits, allowing what used to be a two-week job to be completed in a matter of minutes.

ORGANIZATION PROFILE

Touchstone Behavioral 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 200 members and operates four locations in the Phoenix area, one in Flagstaff, and one in Tucson.

INDUSTRY

Healthcare

SOLUTION

Endpoint Security, Backup and Recovery

THE CHALLENGE

Touchstone Behavioral Health is a behavioral health provider specializing in at-risk children. Most of its clients are referred from schools, the legal system, or state agencies.

Touchstone employees meet with their clients at schools, homes, parks, or wherever the kids are comfortable talking. So about 140 of the company's 200 endpoints are laptops, according to Steven Porter, Touchstone Behavioral's IT Director. "That ability to capture documentation while in the field is absolutely critical," he says.

A large proportion of laptops means added security risk. Porter estimates that 60 percent of security incidents on Touchstone's network came from laptops, often when they reconnected to the network after several days in the field. Protecting these laptops—and protecting the network from malware they might have acquired—was critical to Touchstone. But with only a four-person IT staff, Touchstone could not afford a full-time network security engineer.

The company also needed a safe way to store patient information and other vital records off-site, in accordance with Health Insurance Portability and Accountability Act (HIPAA) regulations.

THE SOLUTION

When Porter first heard about Symantec™ Endpoint Protection, he knew right away it was the tool to give Touchstone the protection it needed. "My goal has always been to find one particular product that will do it all for me," he says. "Not only provide antivirus [protection], but also give me device control, and some location intelligence."

Porter had explored using a combination of different security solutions, each with its own controls, until he learned about Endpoint Protection's single console. That single interface allows Touchstone's small IT staff to maximize efficiency. "We're always being asked to

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IT Director
Touchstone Behavioral
Health

Symantec Endpoint Protection shortened the time needed for audit preparation from two weeks to a few minutes.

do more, and yet there's never the budget for another staff person," he says. "Meanwhile, there's money being made in penetration, in hacks and viruses, in spam, so the threats that we chase are constantly evolving. To combat that with a single product and a single console makes it a little bit easier."

Endpoint Protection's behavior-based security made the solution particularly attractive, he adds. "The concept is, if an application is trying to execute in a memory space other than where it would normally execute, question it. And that's all any virus is going to do." This works much better than having virus protection scan for a particular line of code, he says. They just keep making small changes, and you have to write a signature for each of those individual variants."

Symantec was already a trusted name at Touchstone. Symantec AntiVirus™ has been protecting the organization's PCs for approximately 5 years, and Touchstone uses Symantec Backup Exec™ to keep its data safe on its 12 servers, and provide the data storage HIPAA requires.

THE RESULTS

Touchstone began testing the beta version of Symantec Endpoint Protection in June 2007, at first to just 30 computers, and is in the process of standardizing on the solution now that it has been released. Endpoint Protection has already proved its worth by quarantining laptops on nine occasions before they could contaminate the network.

It saves a lot of staff time, too. "In preparing for audits, we have spent up to two man-weeks pulling together log files and the resultant set of group policies," Porter says. "Now, with the ability to literally take a snapshot of a dashboard at any point in time, we can do this in a couple of minutes a day."

Though Backup Exec was already in place when Porter joined the company, he affirms that this tool helps provide peace of mind as well. "It certainly does a good job, letting me know I've moved data to critical off-line storage," he says. Backup success rates are 97 percent, with restore success rates at 100 percent, he adds.

"It gives me confidence that when a user deletes a file they shouldn't—and it's when, not if—I have the ability to go back and restore it."

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SOLUTION AT A GLANCE

Key Challenges

- Secure network against malware acquired by laptops used in field work
- Protect against network intrusions and malware from user downloads
- Provide secure data storage for HIPAA compliance
- Maximize security and data protection services with small IT staff

Solution

Comprehensive endpoint security technologies in a single console; centrally monitored backup and recovery

Symantec Products

Symantec™ Endpoint Protection 11.0
Symantec AntiVirus™ Corporate Edition
Symantec Backup Exec™ for Windows Servers

Technology Environment

- Applications: Microsoft Exchange 2003, Microsoft Word, Microsoft Excel
- Databases: Microsoft SQL Server 2000
- Servers: 12 Dell PowerEdge Servers running Microsoft Windows Server 2003
- Storage: Certance Ultrium 2 LTO Tape Library

Symantec Services

- Symantec Basic Support Services
- Symantec Education Services

Business Results

- Provided data security as mandated by HIPAA to avoid fines and give customers peace of mind
- Reduced audit preparation time from two weeks' work for one employee to a few minutes
- 95% reduction in time for HIPAA report creation—from over 10 hours to 30 minutes each week
- Provided off-line storage for critical data
- Achieved 97% success rate for backups
- Achieved 100% success rate for restores