

CASE STUDY

How a Leading Healthcare Technology Provider Achieved Secure AWS Access and HITRUST Compliance



“Our compliance helps us with our sales. Perimeter 81 helps us with our compliance. Trust lies at the core of what we do and our customers’ trust is invaluable. Perimeter 81 is a big part of the foundation in how we build that trust.”

- Director of Security

The Challenge: VPN Headaches and Limitations

Securing User Authentication to AWS Resources

Like different organizations, this healthcare technology company was experiencing the challenge of integrating with AWS and authenticating secure access for its users. Integrating with AWS services and solutions created a huge headache for the IT and security teams trying to properly manage their users’ authentication. “Previously we were using a VPN, which required our team to create a separate set of users, which was very hard to manage. So at the time, credential and authentication management was our biggest issue,” shared their Lead Security Manager

The challenge of properly managing user authentication forced the company’s security team to look elsewhere for a solution that would replace their VPN. “We were using the standard VPN solution from AWS. The VPN did not allow us to integrate our AWS resources with our Single Sign-On solution. Additionally, the VPN didn’t let us easily perform in-time provisioning or in-time termination. So that was one of the factors that made us look for another solution.”

About the Company:

US-based healthcare technology company provides adaptive interface technology for healthcare financial cycle management. Through machine learning, the company addresses financial complexity in the United States healthcare system. They provide health systems with a modern solution to efficiently and automate navigation of the complex state of medical reimbursement in the United States.

Headquartered in San Francisco California, the company has over 80 employees based across the US.

After researching various solutions, the company pointed out that Perimeter 81 was near the top of the list of potential vendors. “What was very interesting about Perimeter 81’s solution at first, was the Zero Trust features. We were looking to remove some of our resources like the corporate network from security boundaries. Additionally, I was attracted to the adjusting time, provisioning, ease of implementation and cost that Perimeter 81 offers,” said Bitterfield.

Becoming HIPAA and HITRUST Compliant

The company’s customers are healthcare providers and healthcare’s privacy laws are some of the most stringent of any industry. Over the years, privacy acts have been implemented to secure the information of patients. When the company was looking for a new secure access solution, HITRUST and HIPAA compliance laws played a major factor in choosing a vendor.

“Another reason why we decided to switch out our VPN solution was that we were pursuing HITRUST compliance. HITRUST required us to change our infrastructure in a systematic way. So with every product or solution we had integrated, we decided to upgrade whatever was not up to date.”

For all healthcare-related solutions, companies need to oblige all the different privacy rules in place and thus it was clear that the company needed a different solution in order to achieve HITRUST compliance. “With the VPN we were using it was difficult to provision and deep provision. This especially was a challenge as HIPAA and HITRUST standards include the option to provision, manage and access accounts,” remarked their Lead Security Manager.

Simplifying Management of Deployment

Another issue that the company experienced was the complexity of managing their network deployments. With many different devices and endpoints inside their organization, the company’s IT & Security team knew they needed a simpler solution.

With half of their team working remotely, the company required a solution that could easily integrate and be implemented on many devices. “We needed an easy-to-use solution that was inclusive and didn’t require lots of technical configuration or management while being easier to deploy to our users.”

In the end, this healthcare technology company decided to go with Perimeter 81 for its simplified management and easier rollout.



Achieved HITRUST compliance



350% reduction in monthly hours of manual work



Successfully decreased deployment time



“Two major factors were put into play when we were deciding which solution to go with: cost and speed of implementation. Perimeter 81 had a nice offering which checked both boxes and more.”



The Solution: Faster, More Manageable Network Security

Easier Implementation

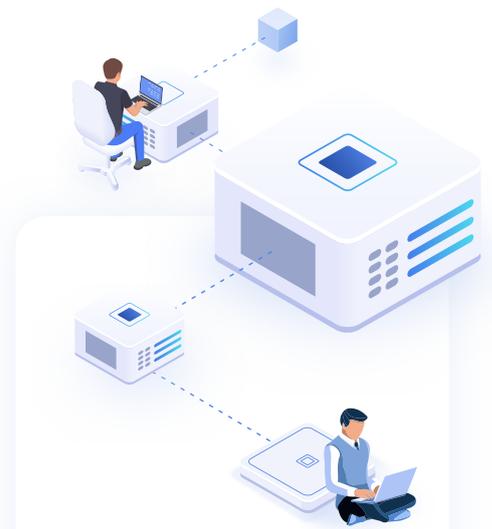
When deciding to adopt the Perimeter 81 solution, deployment was the main factor for the company and so far they have experienced a smooth transition. “We have experienced great implementation time since we integrated the Perimeter 81 platform. The company is using a mobile device management software to push our product and services out. It’s integrated with our Single Sign-On solution. We are planning to implement Perimeter 81’s application access feature soon and will start white listing all of our corporate applications against the Perimeter 81 IPs.”

Outstanding Support

When working with SaaS solutions, a strong factor is the responsiveness of the support team. This was true with the company initially when configuring their AWS resources to the Perimeter 81 platform. “Perimeter 81’s support was excellent. Within one hour we were able to have a Zoom call with a support agent at Perimeter 81 who helped us configure our AWS resources in the platform. We had a really good experience with the Perimeter 81 support team, even though we would have preferred not to have to reach out, but the team was very professional and also, very available.”

The Right Step Toward Health Care Compliance

Since implementing the Perimeter 81 solution, the company has seen improvement in becoming HITRUST compliance. “As we are moving towards becoming HITRUST compliance, the Perimeter 81 solution has given us the ability to decrease our boundaries for security compliance. It has provided my team a much better secure network access solution that provides more comprehensive security based on IP whitelisting.”



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Time and Cost Savings

Before implementing Perimeter 81, the company's previous VPN solution required manual configuration which was extremely time consuming. Since implementing Perimeter 81, the company is seeing the ROI and total cost offering in their favor. "Now we deploy Perimeter 81 as part of an initial business deployment. So when employees get their laptops, Perimeter 81's application comes along with the MDM.

Currently, thanks to Perimeter 81, our deployment time when it comes to adding a new user to our network has changed from days to instantly -- saving us precious time and money on help desk issues, creating accounts and configuring networks."

"Two major factors were put into play when we were deciding which solution to go with: cost and speed of implementation. Perimeter 81 had a nice offering which checked both boxes and more," Lead Security Manager added.

About Perimeter 81

Perimeter 81 has taken the outdated, complex and hardware-based traditional network security technologies, and transformed them into a user-friendly and easy-to-use software solution — simplifying network security for the modern and distributed workforce. Since its founding, Perimeter 81 has quickly gained traction in the Secure Access Service Edge (SASE) and Network as a Service market, and is revolutionizing the way companies consume cyber and network security. Our clients include Fortune 500 businesses and industry leaders across a wide range of sectors, and our partners are among the world's foremost integrators, managed service providers and channel resellers.

CONTACT US

Perimeter 81, LTD.
sales@perimeter81.com
www.perimeter81.com
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