Healthcare Organization Ensures HIPAA Compliance and Efficient Remote Work with Ekran System

THE CHALLENGE
As a healthcare company, our customer has to comply with the Health Insurance Portability and Accountability Act (HIPAA). One of the most complicated parts of this task is to monitor what employees are doing and check how they handle information protected by HIPAA.

But ensuring HIPAA compliance wasn't our customer's only challenge. With COVID-19 quarantine measures, our customer was also looking for a way to track employees' productivity and make sure it didn't suffer on account of remote work.

It was also important for our customer that the monitoring solution they deployed was easy to use. The software they previously used could only be accessed from the server and required an operating system reboot with each update.

After considering a few alternatives, our customer tried out the demo version of Ekran System. They were pleased with how it worked and decided to deploy Ekran System in their company.

THE RESULTS
Implementing Ekran System helped our customer achieve:

- Full visibility into employee activity
- Fast detection of and response to violations of cybersecurity policies
- The ability to analyze employees' performance
- Fast platform deployment
- Quick search for a specific device or user
- Software updates without workflow disruptions

"I especially enjoy the ability to keep everyone up to date on the agent without reboots or scheduling them [updates]. The quality of recordings is great and very detailed. Doing a search within the recordings helps to narrow down to what you are looking for."

Network Administration Manager
Healthcare Organization

THE CUSTOMER

Industry: Healthcare
Location: US
Must comply with: HIPAA
Pending issue: Monitor activity of remote workers and ensure HIPAA compliance

CUSTOMER'S OBJECTIVES
- Maintain HIPAA compliance
- Track remote employees’ productivity
- Simplify monitoring system maintenance
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After deploying Ekran System, our customer enhanced their HIPAA compliance monitoring and started analyzing their remote employees' productivity. They achieved the desired results using the following features:

- **Continuous user activity monitoring** — Our customer can check if employees’ actions are secure and comply with HIPAA requirements by analyzing user activity logs gathered by Ekran System.

- **Real-time alerts on suspicious user actions** — Our customer can now immediately detect and react to violations of the organization's cybersecurity rules. In particular, they can see if employees visit forbidden websites. Also, our customer receives alerts on endpoints that have been down for too long and can ensure the continuous gathering of monitoring data from all systems, with no exceptions.

- **Convenient monitoring of remote employee activity and productivity reports** — With Ekran System, our customer can assess the productivity of remote employees by monitoring their activity and analyzing productivity reports. Even if a remote employee loses their internet connection, Ekran System monitoring software continues working.

- **Easy installation and responsive technical support** — Implementing Ekran System was easy and took the customer less than a day. They also appreciated the timely help from our technical support team.

- **User-friendly web interface** — Our customer found the Ekran System web interface extremely convenient. It helps them easily search for a specific device or user, quickly switch to another computer to jump into a system, and ensure convenient and efficient work for security administrators.

- **Silent updates with no need for operating system reboots** — Ekran System allows for silent platform updates that don't disrupt the organization's workflow. Our customer was especially pleased with this feature, as their previous solution required rebooting their machines each time they rolled out an update.

> We have been using it [Ekran System] for almost a year now. I really enjoy being able to see from a web browser the entire state of the system and recording without going onto the server itself. We have seen alerts come across and are able to react quickly to verify what is going on.

*Network Administration Manager*
*Healthcare Organization*

Ready to establish smooth and robust user activity monitoring?
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