

ZOLL®

Customer:

Zoll Data Systems

Web Site:www.zolldata.com**Number of Users:**

360

Industry:

Manufacturing, Healthcare

Solution:

Change Auditing

Product:[NetWrix Change Reporter Suite](#)**Vendor:**

NetWrix Corporation

Phone: 888-638-9749

Web Site: www.netwrix.com**Customer Profile:**

ZOLL Data Systems, a division of Zoll Medical Corporation (NASDAQ:ZOLL) is one of the leaders in fire and EMS software solutions.

Leading Emergency Software Solution Provider Automates HIPAA and SOX Compliance Processes

“Every change we make to AD is now logged and audited which helps us to see exactly what is going on with our domain controllers. File server management and auditing help us with our HIPAA and SOX compliance.”

Bhupinder Virdi,**IT Department, ZOLL Data Systems, division of Zoll Medical Corporation**

ZOLL Data Systems, a division of Zoll Medical Corporation (NASDAQ:ZOLL), is one of the leaders in software solutions for fire and emergency medical services industry. Zoll Data Systems develops an integrated software suite under the RescueNet brand name which is a fully integrated data management system that gathers and centralizes information and links the entire pre-hospital chain of events into a single system.

Challenge: Sustaining Compliance and Passing Compliance Audits

“The main issue we had to deal with was ability to successfully pass all upcoming compliance audits,” said Virdi. Compliance requirements must be enforced to ensure adherence to the laws and regulations mandated by various industry committees and government institutions. To be “in compliance” is not a one-time event but requires a continuous and often costly effort. Being a business associate of many a health organization (emergency hospitals, etc) as a provider of EMS software, Zoll Data Systems has to comply with HIPAA (Health Insurance Portability and Accountability Act). It basically means that the company is liable to providing security and privacy of patient data to guarantee non-disclosure of protected health information. From an IT department's standpoint, a typical HIPAA or its enhanced HITECH implementation is based on the following core principles aimed to provide transparency and accountability (auditability) of regulated data and systems:

- Identity management and access control: to ensure that data is only accessible by personnel that have a business need.
- System configuration control: tracking of administrative activities.
- Monitoring of access to data: knowledge of who accessed what data and when and review on a regular basis.
- Data handling and encryption control: protection of data in storage and during transfers.

Thus the main elements in an IT infrastructure that have to be audited include Active Directory as it stores information about all network components and file server environment where all the business data is usually kept.

Another regulation that Zoll Data Systems has to comply with is SOX (Sarbanes Oxley Act) being a part of Zoll Medical Corporation, which is publically traded on the US stock exchange (NASDAQ:ZOLL). The goal of SOX is transparency and accountability of public companies for investor protection. The compliance regulations under the Sarbanes Oxley Act define three major requirements: establishing of controls, ongoing evaluation of controls (monitoring and testing), and disclosure ("auditability") of control effectiveness (including defects and weaknesses that can result in fraud).

The very need to comply with both regulations in the view of the upcoming compliance audits made IT team at Zoll Data Systems seek an appropriate solution that would maintain established controls by tracking and reporting all changes in IT infrastructure for auditing purposes and implementing secure identity management practices that would ensure system security.

Solution: Integrated Regulatory Compliance for HIPAA/HITECH and SOX

Once the need was realized the IT team at Zoll Data started looking for an appropriate solution to prepare for compliance audits. During the selection process the IT team considered various solutions including, as pointed out by Viridi, products from ManageEngine and LogRhythm, as well as NetWrix Change Reporter Suite . The solution from NetWrix suited the needs of Zoll in terms of, as described by Viridi, "cost, features and integration with other products". NetWrix Change Reporter Suite has a unique set of features which includes the ultimate set of NetWrix Change Reporter products, e.g. NetWrix File Server Change Reporter and NetWrix Active Directory Change Reporter crucial to sustain regulatory compliance.

Apart from cost and functionality the IT team mentioned another benefit of the Suite which is NetWrix Enterprise Management Console, a central element of the Suite, based on the familiar Microsoft Management Console (MMC) look-and-feel, which consolidates management and configuration tasks and allows managing all the Suite's components at once: "I like the fact that there is an integrated enterprise console to manage all the products," added Viridi.

The timeline for deployment of the NetWrix solution was easily met and went smoothly with the help of NetWrix technical support team. "The whole implementation project was completed in just a matter of month and it only took a week to deploy all the products," said Viridi. The level of service rendered to the customer by the NetWrix team at all the stages from the product inception till the ready-for-launch was characterized by Viridi as "very professional and helpful".

Proven Results: Improved Visibility into IT Infrastructure and Satisfied Compliance Auditors

Soon after introducing NetWrix Change Reporter Suite to the Zoll's IT infrastructure the IT team was capable of providing auditability in terms of administrative and technical safeguards, accounting for disclosures of protected health information (HIPAA compliance) as well as in terms of infrastructure resource protection/availability; infrastructure maintenance; change management and systems security (SOX compliance). "Every change we made to AD is now logged and audited which helps us see exactly what is going on with our domain controllers," Viridi describes the major benefits of implementing Change Reporter Suite. "File server management and auditing helps us with our HIPAA and SOX compliance thanks to NetWrix File Server Change Reporter," continued Viridi.

About NetWrix Corporation

NetWrix Corporation is a highly specialized provider of solutions for IT infrastructure change auditing. Change auditing is the core competency of NetWrix and no other vendor focuses on this more extensively. With the broadest platform coverage available in the industry, innovative technology and strategic roadmap aiming to support different types of IT systems, devices and applications, NetWrix offers award-winning change auditing solutions at very competitive prices, matched with great customer service. Founded in 2006, NetWrix has evolved as #1 for Change Auditing as evidenced by thousands of satisfied customers worldwide.

The company is headquartered in Paramus, NJ, and has regional offices in Los Angeles, Boston, Tampa and the UK.

NetWrix IT infrastructure auditing solutions have won more than 40 prestigious awards and are used by thousands of organizations around the world.

The impressive list of customers from various industries includes many well-known brands, such as IBM®, Boeing®, Mitsubishi®, Hyundai® and more.