

CASE STUDY

Community Memorial Healthcare enhances visibility into vendor activity on its network

A leading California healthcare system implements a better way to monitor vendor access to optimize security, efficiency, and accountability

Challenge

- Maintaining visibility into vendor activity on its IT network, leading to a lack of accountability when errors occurred
- Inability to granularly control what support vendors could access and when

Solution

- SecureLink Enterprise Access enabled the facilitation and regulation of vendor access to IT systems and provided granular access control to keep tabs on vendor activity

Results

- Increased monitoring of support vendor access, resulting in reduced vendor-related issues, boosted system uptime, and no increase in cybersecurity insurance rates



Organization snapshot

A premier nonprofit community healthcare system located in the Ventura, California area with two hospitals, four urgent care clinics, more than 20 primary and specialty care health centers, and a mission to deliver top-notch healthcare and improve the well-being of their community.

Community Memorial Healthcare is passionate about its mission to improve and save lives by providing an unsurpassed healthcare experience for patients and their loved ones. To accomplish this vow of care in sickness and in health, Community Memorial has implemented an extensive health IT infrastructure supporting two hospitals, one skilled nursing facility, four urgent care clinics, a network of primary and specialty care clinics, and numerous community physicians.

As a vital healthcare provider, Community Memorial relies heavily on its IT systems and infrastructure to ensure systems and devices are operational so that their patients receive the highest quality of care possible. Community Memorial also uses a wide range

of vendors to deliver that support. This requires them to facilitate safe and secure access for these vendor users to their systems and applications.

With multiple vendors accessing its IT infrastructure and systems, Community Memorial needed a better way to trace vendor activities across its environment, while continuing to ensure security, privacy, and compliance with an easy, innovative, and cost-effective approach.

Challenge: Identify a vendor privileged access management solution to manage vendor users, control and monitor vendor access, and protect data and systems

More than just the sizable task of having to monitor third-party access across multiple environments – from the maintenance department, to its laboratory, to IT – Community Memorial needed a solution that enabled the organization to control, audit, and approve vendor access and hold vendors responsible for their activity.

Before working with Imprivata to implement SecureLink Enterprise Access – a leading vendor privileged access management (VPAM) solution – Community Memorial struggled to know what vendors were doing with the access they had to their environment. According to Drew Childs, Information Security Analyst at Community Memorial, “Vendors were our weakest link in security terms. We wanted to regulate vendor access and ensure accountability.” Those goals led the team to look for ways to secure and control all vendor access to systems and data. They had multiple access points for vendors, making it difficult for IT staff to manage vendor access. With limited ability to control access or even know whom had access to what over time, IT staff found it tough to protect the data and systems from potential damage and possible misuse.

Implementing a comprehensive VPAM solution to enhance visibility into, and control over, vendor activity was the best path forward to help Community Memorial secure its network and provide the best care for patients.

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– Drew Childs, Information Security Analyst, Community Memorial Healthcare

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Solution: Partner with a leading provider of a solution that enhances visibility and control over vendor access

Community Memorial Healthcare had been working with Imprivata for several years, with clinicians using Imprivata OneSign® to ensure secure, No Click Access™ and authentication for all their applications. It was logical that the Community Memorial IS team would want to help mitigate risk by reducing and consolidating their number of vendors. So, they turned to Imprivata and SecureLink Enterprise Access for its vendor access management needs. The decision to shift to this solution was based on its user-friendliness and the granular level of access control it provided.

Using SecureLink Enterprise Access has helped Community Memorial facilitate and regulate access to its many IT systems. The solution requires all vendors to use SecureLink Enterprise Access to gain access to Community Memorial systems, allowing them to standardize all vendor access into a single, streamlined solution and process.

The detailed identity management capabilities, approval process, audit trail, and recordings ensure that Community Memorial always knows exactly which vendor users accessed which applications, when, for how long, and “everything” they did during that session. It provides them with peace of mind about vendor activity, and the ability to hold them accountable should an incident occur.

The organization now has a secure, standardized access solution for vendors that need access to their many different systems, with greater control over who accesses those systems. Implementing this solution enabled Community Memorial to control connectivity and better monitor vendor access.

“The auditing and session monitoring capabilities made a real difference for us. The coolest feature is probably the video capture and monitoring,” said Childs. “This gives us the ability to review activity and increases user accountability.”



Community Memorial has integrated SecureLink Enterprise Access into their contract addendums, which makes it a requirement that all vendors use it for access to any of their systems.

Result: An enhanced ability to control and monitor vendor activity, increased IT efficiency, and an avoided cybersecurity insurance rate increase

After a smooth, straightforward onboarding process efficiently supported by the Imprivata team, Community Memorial's enhanced ability to manage and control vendor access is a direct result of implementing SecureLink Enterprise Access. The solution has improved their overall security posture and, ultimately, improved patient care. "Community Memorial Healthcare is a testament to a true partnership as they were open to following our recommendations and best practices," reports Nicholas Darbonne, Imprivata customer onboarding specialist. "This resulted in onboarding the majority of their vendors within year one of implementation." With verified user identities and granular controls over access, Community Memorial has secured this vulnerable attack vector and reduced the risk of a data breach or cyberattack caused by third parties.

Working with Imprivata as a trusted partner has also helped Community Memorial and its IT analysts increase their efficiency. "Before, an analyst would have to do a screen share with a vendor to fix a problem," said Childs. "Now, this saves so much work time. The analyst doesn't need to sit there and watch a vendor do whatever kind of work they might be doing - now we have it all recorded. This allows our team to spend more time working on more mission-critical tasks."

Community Memorial Healthcare has an easier time successfully investigating and rectifying issues, as well as maintaining system uptime. It all adds up to a more effective and efficient IT department with reduced vendor-related access risks.

Another important benefit is that the use of this solution has helped Community Memorial avoid increases in cybersecurity insurance rates. The team was pleasantly surprised to find out there was no increase in rate after adding the extra layer of security. Cyber insurance providers have strict requirements for their policyholders in terms of the capabilities they need to have in place to maintain coverage, and, with Community Memorial's latest solution implementation, they had no problem meeting these stringent obligations.

The combined power of multifactor authentication, session monitoring, access controls, and audit logs have helped Community Memorial Healthcare become more secure and has enabled the organization to take control over vendor access to sensitive environments such as its medical records systems.

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