

Customer Profile

Medfusion

Payment card security and compliance: from manual processes to automation

Acceleration

“RSA has enabled us to accelerate our security processes and demonstrate compliance with PCI DSS. Just generating a new key or analyzing a log used to be time consuming for us, but thanks to RSA® Key Manager and RSA enVision®, we have gone from manual processes to automation, saving the IT department valuable time.”

James Evans, Director of IT, Medfusion

AT A GLANCE

Business Challenge

- Protect the company's IT systems and data from unauthorized access while ensuring flexible access for staff
- Streamline the management of encryption keys used in credit card processing systems
- Provide an easy way to log and analyze all data-related events, to demonstrate compliance with the Payment Card Industry Data Security Standard (PCI DSS)

Solution

- RSA SecurID® enables strong two-factor authentication, so that employees can access Medfusion's IT systems remotely but securely using a virtual private network (VPN)
- RSA Key Manager enables the automatic creation and distribution of strong encryption keys
- Using the RSA enVision platform, events across the company's client-facing infrastructure are automatically logged, analyzed and archived

Results

- Medfusion can prove compliance with the requirements of PCI DSS
- The time taken to review anomalies has been cut from one hour to 10 minutes
- Medfusion has a security platform that supports regulatory compliance projects and further strengthens storage of customer information

Founded in 1996 in North Carolina, Medfusion is a leading provider of patient-to-provider communication solutions that enable healthcare providers to offer superior service to their patients while improving office efficiency and generating revenue. Over 28,000 providers interact with more than two million patients using Medfusion's solutions including pre-registration paperwork, appointment requests and reminders, online bill payment, prescription renewal requests, virtual visits, and more.



BUSINESS CHALLENGE

As a company that processes and stores data – including credit card data, Medfusion sets the highest standards for security. When the new version of the PCI DSS was released in October 2008, Medfusion immediately took action to be able to demonstrate compliance to its banks and payment providers.

Medfusion wanted to provide remote access to its systems for employees working offsite, both on administrative activities and on systems maintenance. PCI DSS requires the use of two-factor authentication to ensure data is sufficiently protected. With complex storage architecture, Medfusion had to look in various places to review its data access logs daily, and had to scroll through reports to find anomalies. A more sophisticated approach was required to centralize logging and to enable Medfusion's staff to focus their attention on potential security problems.



The Security Division of EMC





SOLUTION

Medfusion commissioned Secure Enterprise Computing to provide PCI consultancy and IT implementation. “RSA provides end-to-end security solutions so customers can consolidate on one trusted supplier,” said Laurie Leigh, sales account manager, Secure Enterprise Computing. “RSA SecurID is the gold standard for any security implementation, and RSA enVision supports so many diverse requirements out of the box that it is a good fit for just about any organization.”

Two-factor authentication using RSA SecurID was introduced for employees who use Medfusion’s VPN to work off-site. Employees identify themselves with a username and PIN and must enter a code from the hardware token which refreshes every minute. Security is increased because users require both the hardware token and the PIN to access Medfusion’s IT systems. Using RSA enVision, Medfusion was able to introduce centralized security information and event management (SIEM) logging. “Before we consolidated our logging, any slightly suspicious behaviour on one server would be unknown to another server,” said James Evans, IT Director for Medfusion. “Using RSA enVision, there is now a single source of knowledge of accesses across all servers, so that we can run more comprehensive security analysis.”

“The new version of PCI DSS has introduced more stringent rules around encryption keys,” explained Evans. “We periodically update the dual keys used in our devices and software, but they are traditionally not easy to create. RSA Key Manager came with everything we needed to comply with PCI out of the box.”

RESULTS

RSA SecurID, RSA enVision, and RSA Key Manager have enabled Medfusion to demonstrably maintain its PCI DSS compliance requirements. “RSA SecurID provides flexibility for our employees, while ensuring that they are accountable and we can track them when they log in,” said Evans.

Using RSA enVision, Medfusion has saved time spent on log collation and analysis. “RSA enVision creates the reports we require for PCI DSS compliance automatically and does all the analysis for us,” said Evans. “We used to spend an hour looking through logs for anomalies and collecting them from many different places. Now RSA enVision collects data, analyzes it and gives us ten email reports a day, which just take ten minutes to review in total.”

The process for encryption key creation and distribution has been significantly streamlined. “We used to have dual-key custodian requirements, so that no one person here knows the encryption keys,” said Evans. “We’re now able to bypass that because RSA Key Manager exceeds those requirements.”



“RSA’s products and trusted brand help us to demonstrate our compliance with and commitment to the requirements of PCI DSS. RSA SecurID, RSA enVision and RSA Key Manager are best-of-breed solutions that are well proven in the industry. We can be confident they will do what they are supposed to do.”

James Evans, Director of IT, Medfusion



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