

/Centre Hospitalier Universitaire tackles device theft with Absolute



chu-clermontferrand.fr

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Hervé Grandjean, Head of
Administrative Information & Services,
CHU de Clermont-Ferrand

/INDUSTRY:



Healthcare

/PLATFORMS:



CUSTOMER SUCCESS STORY

Centre Hospitalier Universitaire (CHU) de Clermont-Ferrand is the largest hospital in the Auvergne region of central France. It has around 6000 medical and administrative staff supporting some 2000 patients and providing a broad range of general healthcare services to people in the area.

BACKGROUND

The hospital has around 4,000 devices used by administrators for running the hospital and by clinicians for delivering healthcare services within the hospital campus and in the local community that the hospital serves. While most of these computers are located in secure, staff-only parts of the hospital, a number are used in more public places, with several laptops used both on and off campus.

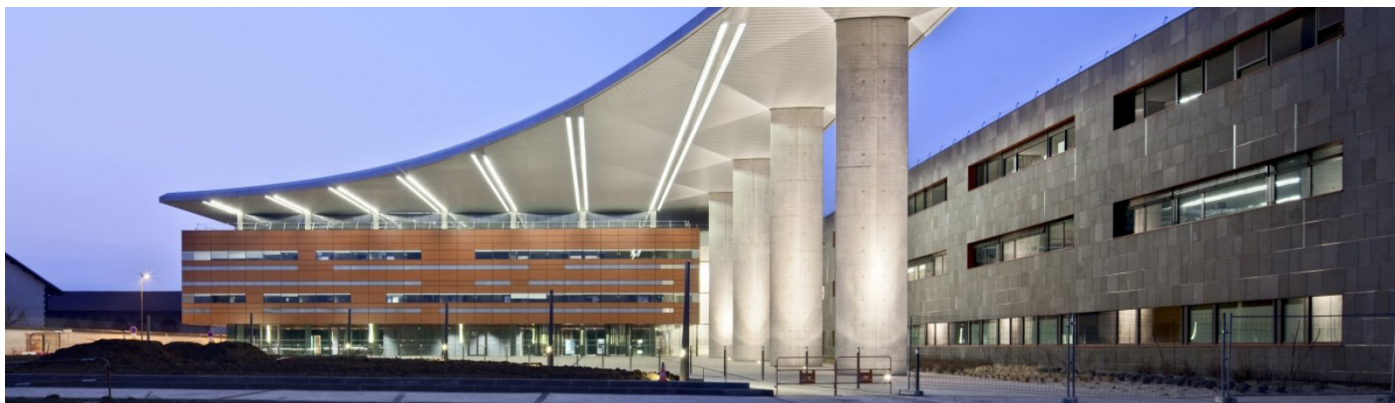
THE CHALLENGE

CHU de Clermont-Ferrand was losing an average of two devices each month to theft. Sensitive patient data was secured as it was hosted in the hospital's data centre but device theft created a considerable disruption to the end user's work, not to mention the extra IT resources required to replace and configure a new device each time. Hervé Grandjean, Head of Administrative Information and Services for CHU de Clermont-Ferrand, needed to find a practical and cost-effective to secure his endpoints.

THE SOLUTION

CHU de Clermont-Ferrand deployed Absolute on 270 of the most vulnerable PCs and laptops in deployment which are used by staff in public areas and out in the community.

As a result of Absolute's partnerships with leading device manufacturers, Persistence® technology is embedded into the core of devices at the factory. If the agent has been removed or the hard drive is completely reformatted or replaced, Persistence ensures that it is automatically reinstalled. "We think Absolute is a very effective solution because it can't be removed, even when the operating system or hard drive is reinstalled," says Grandjean.



"Absolute is very simple and yet highly effective. You hardly need to do anything and once it is activated, it is almost impossible to remove. I think the concept of Absolute is very clever because it is as if it has anticipated everything that a thief might think of doing," says Grandjean. "Apart from the fact that we now have an additional level of computer security and an effective way to recover stolen hardware, I can communicate to the rest of the organisation and others that we have a solution like Absolute, which acts as deterrent against future theft. For the hospital, having Absolute and telling people about it are important tools in helping us reduce the significant disruption, inconvenience and cost that device theft causes.

RESULTS

END USER PRODUCTIVITY

Reduction in end user disruption caused by device theft

RESOURCE EFFICIENCIES

Saved time and money replacing and configuring replacement

ENHANCED REPUTATION

Hospital reduced occurrences of theft and helped establish a safer environment for workers and patients

For more information about Absolute solutions please visit:
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