

# Apria Healthcare Gains Unprecedented Visibility into 8,000+ Endpoints with Absolute Persistence



## CHALLENGE

Apria Healthcare needed a way to track their electronic assets to ensure the highest levels of security, and protect private and corporate information, under compliance to HIPAA. They wanted a security solution that would:

- Deliver zero-touch IT asset management
- Provide self-healing endpoint security
- Employ always-on data visibility and protection

In addition, they needed intelligence on every device, with the ability to control every endpoint whether on or off the corporate network.

## SOLUTION

Apria Healthcare turned to a solution already embedded in the BIOS of their endpoint devices: Absolute's patented Persistence® technology, which enabled the healthcare system to light up every dark endpoint and gain asset intelligence they could not find with any other security provider. It also provides Apria with the assurance that no matter what happens to a device – whether lost, stolen, or breached – they have the power to wipe it clean or shut it down, even if the user installs a new OS.



APRIA HEALTHCARE®

## BACKGROUND

Apria Healthcare has 300 locations in the United States and serves 1.8 million patients annually. They have more than 8,000 laptops, desktops, and tablets that require endpoint visibility and security.

## RESULTS



Secure sensitive information



Track, manage, and report IT assets



Increased efficiency

INDUSTRY HEALTHCARE

PLATFORM 



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**JANET HUNT,**  
SENIOR DIRECTOR,  
IT USER SUPPORT,  
APRIA HEALTHCARE

"Persistence [located] in the BIOS was the number one item that I think really sets Absolute apart from other companies touting that they can do asset tracking better," said Janet Hunt, Senior Director, IT User Support, at Apria Healthcare. "I am always looking for opportunities to use different technologies as they come up, and I haven't found anything that's as good as Absolute... nothing can compare."

## RESULTS

Absolute's dashboard provides Apria with both a snapshot of the status of all devices, updated every 15 minutes, as well as a complete device history – enabling security managers to see and report on encryption, geolocation and usage.

"I can't protect what I don't know exists, so trying to keep track of 8,000 users' assets can be challenging," said Dave Ochoa, Manager, Information Security Operations at Apria Healthcare. "Having something like Absolute that the user can't see or get rid of, is very helpful in controlling those assets and knowing where they are."

"If Absolute disappeared, I would retire because I would have no idea where anything was," said Hunt. "That was the greatest thing about bringing Absolute in: I know where a device is."

## INSIGHT

Absolute provides zero-touch IT asset management, self-healing endpoint security, and always-on data visibility and protection—enabling healthcare organizations to see and secure all devices, data, applications and users. With Absolute, no endpoint device will ever go dark, giving healthcare organizations highly assured asset intelligence, endpoint hygiene and continuous compliance.

For more information about Absolute solutions please visit [absolute.com](https://absolute.com)

## ABOUT ABSOLUTE

Absolute empowers more than 12,000 customers worldwide to protect devices, data, applications, and users against theft or attack – both on and off the corporate network. With the industry's only tamper-proof endpoint visibility and control solution, Absolute allows IT organizations to enforce asset intelligence, security hygiene, and data compliance for today's remote digital workforces. Absolute's patented Persistence® technology is embedded in the firmware of Dell, HP, Lenovo, and 22 other leading manufacturers' devices for vendor-agnostic coverage, tamper-proof resilience, and ease of deployment. See how it works at [absolute.com](https://absolute.com) and follow us at [@absolutecorp](https://twitter.com/absolutecorp).



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