Sound Physicians Protect Sensitive Data with Absolute Resilience

BACKGROUND

Sound Physicians tackles the challenges of a fragmented U.S. healthcare system by partnering with hospitals to drive change, overcome challenges, and improve patient outcomes. With more than 3,000 professionals, they are a physician funded and led organization that provides services across the acute episode of care — from emergency medicine, critical care, hospital medicine, telemedicine, and physician advisory services.

INDUSTRY   HEALTH CARE

PLATFORM

RESULTS

Device Visibility

Data Protection

Device Recovery

CHALLENGE

Sound Physicians operates medical clinics across the U.S. and employs healthcare workers in various other medical settings including hospitals. With a small, centralized IT team responsible for managing more than 1,700 devices with a vast amount of protected health information (PHI) stored on them, asset management was a significant challenge. For improved visibility and control over remote endpoints that routinely handle sensitive patient data protected by the Health Insurance Portability and Accountability Act (HIPAA), Sound Physicians turned to the Absolute Resilience® platform.

SOLUTION

While securing and managing devices was already a challenge, the complexity increased exponentially when the pandemic hit and healthcare workers began working from home. Leveraging Absolute's Endpoint Resilience™ capabilities, Sound Physicians gained an undeletable tether to every device, enabling them to track all devices, and freeze or even wipe them when needed.

"Absolute gives us a single source of truth," said Jason Smith, Information Technology Security Systems Administrator at Sound Physicians. "It gives us a footprint on every device; we implement it on every endpoint before it leaves our office, so we can find them, no matter where they go."

/ABSOLUTE®

absolute.com

"Absolute gives us a single source of truth," said Jason Smith, Information Technology Security Systems Administrator at Sound Physicians. *"It gives us a footprint on every device; we implement it on every endpoint before it leaves our office so we can find them, no matter where they go."*

**JASON SMITH,
IT SECURITY SYSTEMS,
SOUND PHYSICIANS**

RESULTS

"Our biggest concern is the data that's on our devices," Smith said.

With employees continually handling a vast amount of PHI, the ability to see and manage devices was critical. The company is able to use Absolute's geolocation services so that any device that travels outside of the U.S. immediately gets flagged.

Sound Physicians is also working toward its HITRUST certification and insights within the Absolute console provide them with the information they need easily and quickly.

"We have to prove encryption and what type we use, OS types, serial numbers, freezing capabilities, and more," he continued.

The dashboard information Absolute Resilience provides has also been helpful for internal conversations, enabling executives to easily see if a device is encrypted and up to date. It also supports IT in the case of employee turnover; if someone leaves the organization, IT can freeze the device to encourage its return.

"Absolute is so much better than the majority of vendors that we talk to," he said.

ABOUT ABSOLUTE

Absolute is a leader in Endpoint Resilience solutions and the industry's only undeletable defense platform embedded in over a half-billion devices. Enabling a permanent digital tether between the endpoint and the enterprise who distributed it, Absolute provides IT and Security organizations with complete connectivity, visibility, and control, whether a device is on or off the corporate network, and empowers them with Self-Healing Endpoint™ security to ensure mission-critical apps remain healthy and deliver intended value. For the latest information, visit **www.absolute.com** and follow us on **LinkedIn** or **Twitter**.

EMAIL:
sales@absolute.com

PHONE:
North America: 1-877-660-2289
EMEA: +44-118-902-2000

SALES:
absolute.com/request-a-demo

WEBSITE:
absolute.com

/ABSOLUTE®

absolute.com