powerbroker® desktops
Windows® Edition

beyondtrust®
privilege. made simple

Care New England Selects PowerBroker® to Secure their Desktop Infrastructure

Background

Care New England, located in Providence, Rhode Island, was founded in 1996 by **Butler Hospital**, **Kent Hospital** and **Women & Infants Hospital**. Care New England is a not-for-profit health care system that offers a continuum of quality care, including two teaching hospitals affiliated with The Warren Alpert Medical School of Brown University, Butler and Women & Infants; a community hospital, Kent; a visiting nurse and home care/hospice agency, **Care New England Home Health**; and the **Care New England Wellness Center**. Care New England's strengths are based on complementary programs and distinctive competencies of our partner hospitals to its partner hospitals and agencies.

Security, Cost and Compliance Challenges before PowerBroker® Desktops

Keith Lee, End User Support Manager for Care New England, manages operations that provide end users with assistance for technical issues, which include desktop maintenance and administration. Keith's department supports over 4,800 desktops and over 10,000 desktop end users, which includes over 250 applications such as Horizon. Many of the desktops include laptops used by nurses in the field. The end users are dispersed all over the New England community in Massachusetts, Rhode Island and Connecticut.

The large coverage area needed for support , along with the challenges of managing Horizon with all the other applications created many challenges for Keith Lee's team. A substantial amount of help desk calls were focused around the need to have administrative rights to install applications or run many applications that required such rights. At the time, the only solutions available were to either send an IT tech to perform installations in person, provide admin rights to users who need the privileged access to run applications, or give a user full administrative rights to perform installs or run applications.

"It took no time at all to realize that the options available at that time were unacceptable," said Keith Lee. "Costs increased due to the rise in help desk calls and tech hours needed to perform simple installs. There were also several security threats and compliance issues to Care New England."

> *"PowerBroker Desktops provides a solution that is transparent to the user, and gives a user the ability to do their job safely, without administrator rights."*
>
> *- Keith Lee*
> *End User Support Manager*

CARE NEW ENGLAND

Website: carenewengland.org
Location: Providence, Rhode Island

Industry: Healthcare

Products: PowerBroker® Desktops

IT Environment: (Related to PowerBroker)
- Windows XP
- Windows 7
- 4,800+ Desktops
- 10,000+ Desktop Users
- 250+ Applications (*e.g., Horizon*)

Notable Facts:
- Established 1996
- $17.4M 2009 Operating Result
- 25,710 Surgical Procedures / Year

About BeyondTrust
BeyondTrust is a proven leader with more than 25 years of experience. More than half of the companies listed on the Dow Jones, eight of the 10 largest banks, seven of the 10 largest aerospace and defense firms, and six of the 10 largest U.S. pharmaceutical companies rely on BeyondTrust to secure their enterprise.

PowerBroker® Desktops Solution

After considering the costs and time associated with trying to develop a solution internally, Keith's IT group felt that PowerBroker Desktops differentiated itself from other commercial options. PowerBroker offers a simple, centralized solution, which reduces the threat posed by malware, and satisfies HIPAA requirements to restrict access rights to privileged users to a least privilege model.

"In other solutions, we found it was too cumbersome to deploy and manage users effectively and securely," said Keith. "If our desktops are not secure, the infrastructure is not secure and most certainly is not compliant. PowerBroker has solved these challenges."

Prior to installation, Keith Lee's team spent a week building an automated process to test and migrate their policies into PowerBroker. Initial deployment took only two weeks and Keith saw immediate benefits of PowerBroker's ability to operate transparently to the 10,000+ end users without pop-ups or consent dialogues.

Since the installation of PowerBroker Desktops, help desk calls have decreased and users have the rights they need to safely install and run applications necessary to perform their job. PowerBroker gives network administrators the ability to attach permission levels to Windows applications and processes with ease.

About PowerBroker® Desktops

BeyondTrust PowerBroker Desktops enables organizations to remove administrator rights and allow end-users to run all required Windows applications, processes and ActiveX controls. PowerBroker Desktops is integrated with Active Directory and applied through Group Policy. Policy is applied by creating rules in the Group Policy Object Editor.

PowerBroker Desktops integrates with Microsoft System Center Configuration Manager (SCCM) to automatically identify and report on all applications in an enterprise that require administrator privileges.

Additionally, new customization features allow IT to create custom User Account Control (UAC) messages that request information from the user and may submit a request for privilege elevation to IT.

"I believe that if Care New England had decided to use another solution, we would have been forced to increase help desk personnel, which would result in higher costs and substantial security concerns," said Keith Lee. "PowerBroker provides the scalability to grow with our company and give us clear definitive picture over the security, policies and compliance of our desktop operations."

Care New England Delegates Privileges with Certainty and Clarity Using PowerBroker®

PowerBroker® Desktops has successfully helped Care New England meet HIPAA privacy and compliance mandates, while simultaneously improving security, and flexibility of access with a centralized policy and desktop management. Using PowerBroker's ease of policy configuration, it was possible to deploy unified security policies across their geographically distributed IT environment.

> *"PowerBroker has eliminated the need to grant administrator rights to end-users, and given us the ability to create a more secure, compliant and productive IT environment."*
>
> *- Keith Lee*
> *End User Support Manager*