



Wave EMBASSY® Remote Administration Server and Seagate full disk encryption (FDE) hard drives help CBI Health protect confidential patient and healthcare information.

Data Protection for Regulatory Compliance

CBI Health is a leading privately owned, Canadian healthcare services and management company dedicated to providing an integrated approach to health management. CBI Health currently employs over 2,300 clinical and support staff that offer comprehensive services in physiotherapy, occupational and exercise therapies, as well as massage therapy, physician and chiropractic services, delivered through more than 130 community and hospital-based clinics.

Like many healthcare organizations, a growing percentage of CBI's healthcare practitioners use laptop computers. With the use of laptops on the rise, so is the risk associated with protecting confidential patient records. As a result, Canada passed the Personal Information Protection and Electronic Documents Act (PIPEDA) and the Personal Health Information Protection Act (PHIPA). Both PIPEDA and PHIPA have been established to protect the privacy of electronic health records as they are collected, stored and used by entities such as doctors, hospitals, healthcare clinics, laboratories and pharmacies. Further, these regulations also apply to individuals and organizations outside

the healthcare system that receive personal health information from it, including insurance companies, employers, and schools. CBI Health relies on software from Wave Systems and FDE hard drives from Seagate Technology to help them comply with the security guidelines set forth in both PIPEDA and PHIPA, while protecting their reputation of being one of Canada's 50 best-managed companies.

"As one of the largest healthcare services and management providers in all of Canada, with more than 2,300 clinical and support providers on staff, it's our obligation to safeguard our patients' information and take proactive measures to mitigate the risk of a data breach," said Ken Waring, Director of IT at CBI Health. "Managed FDE hard drives offer a technically progressive solution that was compelling when compared to the other market offerings."

Full disk encryption protects data on a computer by encrypting all of the information on the computer's hard drive. In order to gain access to the information, a user would first have to supply something they know such as a password, which, in turn, would be used to unlock a key used to decrypt the data.

Hardware Encryption – Stronger Security and Lower Costs

Unlike traditional software-based FDE solutions, Seagate FDE drives take advantage of the hard drive's closed environment to isolate data storage for stronger protection. Since the decryption key is protected by hardware, it is not susceptible to software attacks such as malware and rootkits. In addition, Wave software securely stores user access control policies in a protected area of the hard drive, ensuring only authorized users gain access to protected data.

"We had used software-based encryption in the past, but concerns regarding security and deployment and management costs drove us to look for an alternative," Waring stated. "Our research led us to hardware-based encryption and we found that Dell, Wave and Seagate provided the best solution to meet our requirements. In addition, the simplicity of the management of the solution lowered the overall cost structure when compared to leading software-based solutions."

"Out of the Box" Security

As part of their laptop order process, CBI Health simply replaced the standard hard drives on their Dell Latitude D630 laptops with Seagate Momentus® 5400 FDE.2 drives.

"We evaluated laptops from both Dell and Lenovo and went with Dell primarily due to the fact that they offered a factory-installed, hardware-based FDE solution with Wave and Seagate," explained Waring. "Wave EMBASSY software is now part of our standard corporate image for all future purchases."

Upon ordering these Seagate FDE drives from Dell, CBI Health's computers automatically came pre-loaded with Wave's Trusted Drive Manager software, a client application that enables pre-boot access control and other extended security features for FDE hard drives. Small businesses can easily add or delete users for a drive, immediately erase a drive's contents or backup and recover user passwords.

Managing FDE drives within an Enterprise

Since CBI Health had more than a few PCs to protect, they decided to implement Wave's EMBASSY Remote Administration Server (ERAS), for remote management of the Seagate FDE drives. ERAS leverages existing directory structures and policy distribution mechanisms, providing administrators centralized, "no touch" management of FDE drives. ERAS audit logs help prove compliance with internal policies and data protection regulations, such as PIPEDA and PHIPA.

"Wave's software, which manages both the Seagate Momentus full disk encryption drives and the Trusted Platform Modules (TPMs) on these PCs is integral to our corporate security strategy going forward," Waring said. "We chose Wave because of its ease of use, low total cost of ownership and its strategic relationship with Dell."

With EMBASSY Remote Administration Server, CBI Health has a single, powerful tool to manage both FDE hard drives and Trusted Platform Modules ensuring future flexibility as these trusted devices replace software-based point solutions.