

Case Study: Blue Cross, Blue Shield of Kansas

Background

In the healthcare business, the Internet facilitates the transfer of information immeasurably. But it must be absolutely secure. After all, what could be more private than medical records and related information? For Blue Cross Blue Shield (BCBSKS), security was of critical consideration—especially with the new regulations defined by 1996's Health Information Portability and Accountability Act (HIPAA), which provide strict guidelines to healthcare providers about the privacy of medical information. "Security is a high priority for bcbs, and HIPAA will make it even more important," says Barbara Pettygrove, Information Security Analyst at BCBSKS.

"If you're looking for something super secure, Secure Firewall and Secure SafeWord are the products to use."

– Barbara Pettygrove
Information Security Analyst
Blue Cross, Blue Shield of Kansas

Business Challenge

- BCBSKS needed 100% reliable perimeter network protection. They could not afford to be compromised even once.
- BCBSKS needed 100% confidence that their business partners could connect and communicate with each other and with the BCBS network safely and securely. The partners and the data needed to be simultaneously accessible and protected through strong authentication.
- In order to deploy an Internet Usage Policy, bcbs needed a solution to enforce the policy, provide legal protection, and enhance the productivity of their business.

BCBSKS makes extensive use of the Internet when conducting their business. And they know what levels of security are required for privacy and peace of mind. As Barbara told us, "You can't do business on the Internet without a firewall and some type of authentication. You'd be opening yourself up to failure if you don't have perimeter defense and authentication." Secure Computing®'s products—Secure Firewall (*Sidewinder*), Secure SafeWord, and Secure Web SmartFilter—provide the solutions BCBS needs to protect their Internet users and networks.

Customer: Blue Cross, Blue Shield of Kansas

Industry: Healthcare

Product: Secure Firewall (*Sidewinder*),
Secure SafeWord, Secure Web SmartFilter

Business Need:

- Needed reliable perimeter network protection
- Needed accessible and protected strong authentication
- Needed to deploy an Internet usage policy that provides legal protection and enhances productivity of their business

Solution: Secure Firewall (*Sidewinder*),
Secure SafeWord, Secure Web SmartFilter

Results:

Secure Firewall:

- Secure Firewall provides 24/7 perimeter defense

Secure SafeWord:

- Protects connections between business partners who can now access BCBSKS systems securely

Secure Web SmartFilter:

- Internet usage policy that protects BCBSKS from any legal liability, ensures Internet is being used productively, and preserves network bandwidth

Why Blue Cross, Blue Shield of Kansas Selected Secure Computing

Secure Firewall offers the high level of security strength, based on its reputation in the industry as the only perimeter firewall that has never been compromised. This is due in part to the strength of its SecureOS and OS integration. To their knowledge, the BCBSKS network has never been compromised.

- Secure Firewall provides 24/7 perimeter defense and authentication of BCBSKS's Internet users. Any connections between inside and outside users are authenticated through Secure Firewall.

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Being very easy to set up, use, and administrate, Secure SafeWord afforded the right security in the right way for BCBSKS.

- **Secure SafeWord:** BCBSKS uses SafeWord to protect connections between their business partners and to give them access BCBSKS systems securely. Blue Cross Blue Shield says this about their policy: "We have a policy that says our partners cannot connect to our network or to each other without strong authentication. Secure SafeWord gives us the capability to enforce this policy."

Because of their integration of Secure Firewall into their network, BCBSKS took the next step of deploying Secure Web SmartFilter. "We are very happy with the currency of URLs, categorization, and extensive reporting." When asked if they would recommend Secure Computing solutions for superior network protection, BCBSKS sums it up: "Yes, if you're looking for something super-secure, Secure Firewall and SafeWord are the products to use."

- **Secure Web SmartFilter:** BCBSKS has an Internet Usage Policy, which they use Secure Web SmartFilter to enforce. By doing so, BCBSKS achieves multiple advantages: 1) they protect themselves from any legal liability, 2) they ensure the Internet is being used productively by their employees, and 3) they preserve network bandwidth for appropriate employee use.

The Results

Secure Firewall provides the strongest and best level of security for framerelay clients. This level of security gives them the ability and confidence to have a secure presence on the Web. Because Web and FTP (file transfer protocol) servers are in an extranet called a demilitarized zone (DMZ), clients can not come through to internal networks.

Secure SafeWord provides second-to-none protection for remote dial-up and frame-relay clients. These clients are authenticated using Secure SafeWord DES Gold tokens.

Secure Web SmartFilter enforces BCBSKS's Internet Usage Policy by blocking unwanted sites. This method prevents access to non-business sites should an employee attempt to visit such sites. Secure Web SmartFilter keeps management informed with its Cyfin® reporting feature. ■

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