

# **Symphion's Print Fleet Cyber Security as a Service™**



## **Marin General Hospital Case Study**

# Marin General chooses Symphion to Perpetually Cyber Harden its Print Fleet

## Marin General Hospital Background

Marin General Hospital, located in Greenbrae, California near San Francisco, is a private, non-profit, acute medical care facility. As the only full-service, acute care hospital in the county, Marin General offers a comprehensive range of primary and specialized care services. Marin General depends on its IT capabilities as a competitive advantage for providing superior patient care.



## THE PROBLEM--How to Secure & Compliance Report on the 2<sup>nd</sup> Most Prevalent IT Asset Type--The Print Fleet

Marin General, like all healthcare providers, knew that they needed to manage the configurations of their print fleet for security. They already had security software products in place such as vulnerability management software, security information event management (SIEM) software and others. But, those solutions do not include printers. Also, Marin General's managed print services provider did not have the technology or skill sets to manage their print fleet for security. The printer manufacturers' (OEMs') software for the 60 different models and brands in their fleet was limited only to each OEM's brand and then only to their latest models, so OEMs' software was not the answer.

Jason Johnson, Marin General's Information Security Officer and President of HIMSS Northern California Chapter explained, "We knew that we needed to secure our printers to address the increasing threat landscape and risks and also to comply with HIPAA mandates to be comprehensive. We just had a ton of competing projects. We couldn't get it done with our existing tool sets and service vendors and we didn't need another project to staff or fund or another dashboard or 'single pane of glass' to maintain or use. So, we turned to Symphion."

It is common to hear that information security teams are inundated with a host of "#1 priorities", projects, committees and exponentially increasing responsibilities while facing rapidly expanding threats and regulatory requirements.

## MEETING THE CHALLENGE-- Solved with Symphion

Marin General engaged Symphion's unique Print Fleet Cyber Security as a Service™ to perpetually cyber hardened and compliance report on all their printers, regardless of makes, models, types or ages of the printers.

Johnson stated, "We picked Symphion because we knew that they would get the job done for us affordably and without surprises. Their "as a Service" approach combining their technology, people and process is innovative, adaptive and provides timely results for Marin General".

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## **THE CONCERN--Disrupting Patient Care and Business by Securing--Alleviated**

Marin General's main concern was whether introducing security configuration management for printers would disrupt patient care or any aspect of their business. Marin General, like most healthcare providers, had not managed printers for security even though those printers are integral to Tier 1 applications at Marin General.

Symphion's response was its phased "turn up" prescriptive methodology to avoid disrupting service while introducing much needed security to the print fleet in a phased approach. It all starts with Symphion's automated discovery and analysis of all devices that comprise the entire print fleet. The result of the process is a complete, accurate and evergreen inventory that includes all makes, models, print head technologies and all ages of imaging devices and the configurations of their available security settings. Symphion automates each printer based on the total threat surface, compliance with common standards, and enterprise cyber hardened compliance standards and produces suggested "Gold Standards", printer security configurations. At each phase of their process, Symphion communicates results and reports status, along with making test results available, delivering a painless transition from unsecure to secure. Importantly, throughout the process, Symphion never installed software on the printers.

Johnson followed, "Symphion alleviated our biggest concern, interrupting our patient care, with their methodical and ongoing "turn up" process. They have worked with our technical team to lay out how they approach the problem, along with input from us, they began delivering what they promised; a continuously cyber hardened print fleet."

## **RESULTS DELIVERED**

With Symphion, Marin General has been able to completely focus on making their advanced IT capabilities and services gain an even bigger competitive advantage in an increasingly competitive healthcare market. "We knew that cyber hardening all our printers, bringing them into change control and compliance reporting was what we had to do. Even with our print fleet of less than 1,000 printers and around 60 different brands and models, for us to try to manually do what Symphion does would easily have run us in excess of \$400,000 per year for only a fraction of what they provide and would have been wholly ineffective. There is no way that we could come close to matching what they deliver. Plus, the skill sets of printer security configuration experts aren't available anywhere. And, even then, the process would still have been full of human error. We would have been forced to continue, not addressing our print fleet. Symphion provides us with everything for a fraction of what 1 FTE would cost and included providing the needed print fleet security configuration expertise as part of a very comprehensive service. With that ROI, not even considering the costs associated with a breach or fine for not taking action, it was a no-brainer to go with Symphion."

## **RECOMMENDATION**

The industry trend for healthcare providers has been to ignore the 2<sup>nd</sup> most prevalent asset type, their print fleet, despite the increasing threat landscape and HIPAA mandates indicating otherwise. Marin General didn't follow that trend. Instead, they chose to act by leveraging the industry's only solution to address the whole fleet, Symphion's Print Fleet Cyber Security as a Service™, and affordably achieve the results they want, without involving their staff or interrupting their business. Jason Johnson, "We've been very pleased with Symphion's Print Fleet Cyber Security as a Service™ and would recommend them to everyone."