The Challenge

More than ever, the healthcare industry is utilizing mobile technology. Recent surveys find that approximately 80 percent of doctors use mobile devices, and between 40 percent and 50 percent use tablets. Many pharmacies also look to mobile devices and tablets to manage medical information and create a more seamless and organized institution. With the influx of electronic medical records and the use of mobile technology, data security is paramount. The HIPAA Privacy Rule set the standard for electronically protected health information. Additionally, Mobile Device Management (MDM) and mobile security automatically play an integral part in the medical technology landscape, and many healthcare institutions are turning to the proven MDM platform of AirWatch. AcariaHealth chose AirWatch to manage and secure data on their tablets.

The Client

AcariaHealth, one of the nation’s leading privately held, independent specialty pharmacy companies, is comprised of dedicated experts who work closely with physicians’ offices in support of their patients. The company focuses on improving care for patients living with complex conditions and is dedicated to using state-of-the-art technology solutions to increase communication, to facilitate side effect management, to increase compliance and to improve outcomes. Headquartered in Orlando, Florida, AcariaHealth recently deployed tablets to their national field team, enabling access to features including a web-based, interactive tool designed to encourage collaborative patient care with the provider. As a result, AcariaHealth wanted secure application management that allowed them to easily push this content to all devices. Their number one concern was security and protection of all data on the mobile devices, and AirWatch met the challenge head-on with a comprehensive, secure MDM suite. Brian Smith, director of technical operations at AcariaHealth, feels secure, stating, “This was the first instance where devices were deployed into the field where staff would be
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The Solution
AirWatch offers a number of different installation packages and deployment options based on the client’s preference. AcariaHealth opted for the cloud-based service annual plan for all corporate tablets. AcariaHealth was impressed with the ease and speed in which the solution was rolled out. “Within 24-48 hours of initial deployment, AirWatch was in place. This included device security, application installation, and profile enforcement. The most surprising benefit was how quickly we were able to roll it out ourselves,” explained Smith. AcariaHealth is extremely happy with the AirWatch solution. They are also considering the BYOD model supported by AirWatch – currently all AcariaHealth devices are corporate mandated. Another important outcome is the ability to push applications directly to the tablet fleet with AirWatch, as this allows AcariaHealth staff to login to corporate apps on their tablets through secure portals. The implementation allows for streamlined and productive staff. Smith is also happy that if a device is lost or stolen, AirWatch enables him to immediately wipe all corporate information to keep data secure. AcariaHealth has found the AirWatch support team very helpful in providing assistance whenever needed. “We are very happy with the results,” concluded Smith.

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