



HELPING CUSTOMERS REDUCE RISK AND TOTAL COST OF OWNERSHIP

INFORMATION ASSURANCE PROFESSIONAL ASSESSMENT SERVICE



SITUATION

Mecklenburg EMS Agency (Medic) operates the busiest 911 emergency response Agency in the state of North Carolina. Medic's responsibilities span 542 square miles, including the rapidly expanding city of Charlotte. With two professional sporting venues, multiple college campuses, two major lakes, a busy international airport, several major business centers, two nuclear power plants and a population approaching 1,000,000, Mecklenburg County presents Medic with a diverse, challenging environment to serve.

Medic's clinical care and patient outcomes are among the best in the country, as evidenced by the Agency's recent recognition by EMS Magazine as the 2009 Gold Award winner for excellence in EMS service delivery. Whatever the medical emergency may be, Medic prides itself on arriving quickly, utilizing the most advanced tools and training available in emergency medicine and delivering world class pre-hospital health care.

Mecklenburg County relies on Medic to provide EMS service to the entire county. This responsibility includes properly maintaining and transmitting sensitive patient care data to numerous area hospitals. Utilizing the most advanced mobile technologies available for realtime communication, Medic is mandated by federal law to achieve a security level that complies with the stringent requirements of the Health Insurance Portability and Accountability Act (HIPAA) with top shelf performance and reliability.

Medic's Information Technology Department was presented with the opportunity to allow Motorola Security Services to evaluate the Agency's network security and data protection services. Motorola's Security Services included a review of Medic911 technical, operational, and administrative aspects of security.



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CHALLENGE

As a joint government agency, Medic has unique challenges in terms of providing service and compliance with control standards that are inherent with network security and data protection. With increasingly difficult fiscal realities, Medic was challenged to identify risks to their ability to provide effective service, adhere to compliance standards and at the same time, reduce expenditures. Understanding that technology alone could not meet their demands, Medic implemented proactive measures to limit the risks associated with unauthorized or unapproved access of patient records.

Motorola Security Services responded and worked directly with Medic's Information Technology Department to provide the Motorola Information Assurance (IA) Professional Assessment. Spending several days at the customer's location, Motorola gained valuable insight into Medic's mission, current and future programs pertaining to network security and data protection.

Utilizing best in class tools, Motorola identified potential risks that pertained to technology, physical security and operational processes that could impact compliance and service delivery. Spending several weeks constructing a comprehensive response to all of the data collected while onsite, Motorola Security Services provided Medic with valuable recommendations that were risk based and aligned with their business objectives.

SOLUTION

The scope of the Medic's assessment was well defined to take into consideration all aspects of how sensitive data is acquired, stored and transmitted. The Motorola solution included the delivery of a number of certified subject matter experts with extensive experience in network security and data protection.

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The goal of the IA Professional Assessment Service is to help organizations understand Motorola's IA enhancements, when to apply them and what risks and benefits are achieved by doing so. Certified members of Motorola's Security Services team perform a gap analysis on customer-identified compliance mandates and determine an actionable remediation plan for closure of these gaps. After the assessment is completed, the Motorola Security Services team member will conduct a one-on-one, in-depth final report to ensure full understanding of the findings, their impact to the organization's security and the recommendations for gap closure.

THE MOTOROLA DIFFERENCE

Unlike any other communications network, if voice and data networks designed for first responders and law enforcement are interfered with or compromised, human lives are put at risk. Over 2,300 customers, ranging from local law enforcement agencies to the military, have entrusted the support of their communications network to Motorola. With more than 80 years designing, manufacturing and supporting mission critical communications systems, Motorola has created a comprehensive portfolio of service offerings and choices that provide the exact level of support that fits your unique business.

RESULTS

Motorola Information Assessment provided Medic with much praise for its current standards of security. The assessment also provided Medic with a list of vulnerabilities, prioritized these vulnerabilities based on risk and then provided prudent recommendations and next steps to help ensure they are not only compliant, but properly taking remediation efforts that are proportionate to the risk and business objectives.

The Motorola Information Assessment overall gave Medic the opportunity to bring new insights and identified new opportunities for the Agency to address in making their security even stronger.

"This was our first experience with Motorola's advanced services and the Security Services Team exceeded our expectations. We've had security assessments performed in the past as required under HIPAA but the previous assessments did not provide the level of detail or value that we saw with Motorola's approach. The quantified aspect of their report provided us with the ammunition we feel is necessary to make prudent business decisions that are truly risk-based. Motorola illustrated their findings in a manner that was relevant, easy to understand and enabled Medic with next-steps based on risk and budgetary considerations. I highly recommend Motorola for this type of service."

- Teresa Womble,
Information Technology
Manager, Medic.

For more information on how Motorola Services can help your business visit motorolasolutions.com/services or contact your local Motorola representative.

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