

Case Study - Healthcare

## Leading Hospital Improved Their Customer Service with Secure Data



### Challenges

A leading international private healthcare provider in Asia was looking for a fast and easy way to share large size medical reports and examination results among colleagues and with overseas & local patients.

At the same time, data security, control and compliance with both internal and external data protection policies must have been guaranteed. The healthcare provider had to make sure that the ease of file sharing would not result in higher risk of data breaches due to cyber-attacks and human errors.



### Solution

EasiShare, as a secure file sharing platform, enabled fast, easy and controlled sharing of digital medical records.

The healthcare professionals are now transferring large-size medical reports locally and overseas through secure one-time generated links within a matter of few seconds. Any form of unauthorised access is minimised through OTP, share with expiry date, the limit on download attempts and other advanced security features.

The administrators set granular permissions to each user and restricted access by devices. On top of that, they have got a comprehensive audit for all file sharing activities.

Deployed on-premise, EasiShare allowed the healthcare provider to store and retain all confidential patient information within hospital premises, empowering administrators with the full control over sensitive personal data.



### Results

- Overall better customer experience with shorter waiting time for patients to receive results, examination and diagnostics to treatment.
- Improved data privacy and security with the encryption both at rest and transit, managed access permission, and other security features
- Compliance with data protection and security policies
- Easier to provide effective first aid timely with the medical history available on demand

“ Driving internal and operational efficiency with security in mind ”

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Manager in the Healthcare Industry

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