

Spector 360 a Valued “Extra Step” In Rehab Center’s Sensitive Process

Hanley Center

Industry:	Healthcare
Location:	West Palm Beach, FL
Founded:	≈ 1986
Employees:	≈ 200

Hanley Center is a world-renowned nonprofit alcoholism and addiction treatment center focused on the 12 Steps of Recovery as pioneered by Alcoholics Anonymous. Hanley Center runs a Windows Server 2003 network with approximately 150 workstations using Windows XP.

For more information on Hanley Center, please visit: www.hanleycenter.org.

Hanley Center was challenged by HIPAA compliance as well as the desire to enhance the security of patient medical records.

The Challenge

In addition to complying with the regulations of HIPAA (Health Insurance Portability and Accountability Act), Director of Information Technology Michael Counes said the nature of Hanley Center’s work requires heightened sensitivity to security and protection of patient data.

“We try to be on the cutting edge of integrity and accountability when it comes to patient confidentiality and record-keeping,” said Counes. “HIPAA is primary at every level, and archiving business email ... and minimizing personal email ... are concerns.”

Counes added that although productivity is important to any organization anywhere, “problems with off-color jokes or inappropriate web-surfing was not really a big issue for us. But sometimes people forget and you want to be able to enforce your Acceptable Use Policy ... and we were looking for a way to accomplish that if necessary.”

Search for a Solution

Counes said implementation of monitoring software at Hanley Center was an IT initiative.

“We wanted to enhance the security of our patient records,” said Counes. “We needed something to easily and quickly show generalities and trends, something to show me not just WHAT employees do on their computer, but HOW ... how the information is disseminated.”

Counes also was looking for a tool to help stem the tide of what can be a double-edged sword.

“When something hits the Internet, it can act like a big wave,” said Counes. “We needed something to keep that wave from washing over the work that needs to be done ... so that before it gets out of control, we can intervene, to make

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Michael Counes
Director of Information Technology
Hanley Center

sure we're ahead of the curve."

By exercising due diligence including online research, Counes found SpectorSoft Corporation and its line of award-winning monitoring software products at the top of the list.

"We tried a couple of other programs, but nothing was as robust as Spector 360," said Counes. "Spector 360 reached every level, every detail. It covered everything, and everything in between. Only SpectorSoft had the complete package for what we needed today, and what we will need tomorrow. Once management saw Spector 360, and the price versus return, it was an easy sale."

Discoveries

Counes said he demonstrated Spector 360 to staff members and they were amazed the software program not only provided data so management could TALK about what employees were looking at, but that Spector 360 provided screen snapshots that SHOWED what employees were looking at **while they were looking at it.**

"Using Spector 360's screen snapshots, we have watched an employee go to email, open up an email, and download a virus," said Counes. "Thanks to Spector 360 we immediately knew EXACTLY what the issue was. Spector 360 gave me the opportunity to implement a fix right away rather than spending two days trying the chase down the problem. What used to take HOURS, sometimes DAYS, now takes MINUTES with Spector 360!"

"On one occasion, there was concern over a patient's records being printed," said Counes. "But using Spector 360 to review the actions, it became clear the activity was accidental."

"We've had pockets where someone was looking at something inappropriate and with the insight and documentation given us by Spector 360, we have been able to address it individually ... and successfully," said Counes.

Counes said he has found Spector 360's monitoring capabilities to be a powerful addition to anti-spam, anti-virus, and a complement to what used to be "just filtering and blocking."

"There's a ton of data out there and a ton of ways to get around website filtering and blocking," said Counes. "Spector 360 pretty much eliminates an employee's ability to get around filtering and blocking devices. It's easier for me to monitor than to search for proxies and all the rest. Monitoring works very well in conjunction with filtering and blocking."

"Spector 360 is a great deterrent," said Counes. "I don't put it in people's faces but on the other hand, they know we have the ability to really impact and view what goes on at each individual PC if we so choose."

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Working with Employees

“We discuss monitoring in our employee orientation,” said Counes. “We stress monitoring is in place to enforce HIPAA, ethics, and ensure accountability to the people we serve.

“Each month, we look at the activities of 35 to 50 employees on a lottery and rotating basis. It’s not a policing effort, but more an opportunity to reach out and educate. We use monitoring more like a watchdog as opposed to an alarm. We all want to do the right thing but all of us can stray off course. You don’t put locks on the door for honest people, it’s for those you have questions about. That one extra precaution just might divert them from something malicious or inappropriate.”

“We allow social networking, and at certain levels we promote it because we have a presence on the web and we want people to be able to reach us at all times,” said Counes. “But we don’t want social networking to become a person’s life. I don’t think it’s a case where people make a conscious decision to spend too much time ... sometimes they just get caught up.

“Spector 360 allows us to monitor social networking and address it when it gets out of balance, to alert folks to limit the amount of time spent there. We understand social networking can promote us, but we need to make certain employees maintain their work.”

Spector 360: The Software of Choice

Counes calls Spector 360 “a tremendous resource to ensure Hanley Center is a center of excellence across the board.”

“Spector 360 gives us the power to show the COMPLETE PC activity of our employees, from keystrokes to screen snapshots,” said Counes. “This capability permits us to not only TALK about integrity of data and information, but to also DEMONSTRATE it. We don’t just SAY, we can SHOW.

“We are well aware that in healthcare the last few years, there have been high-profile cases of employees accessing private and sensitive patient information, sometimes for personal gain. We want to make sure we are never on the wrong end of that!

“We want to be proactive, not reactive, and Spector 360 gives us that one extra step to show someone -- from whatever walk of life -- that their patient records are as secure as those of a famous celebrity.”

“When it comes to bang for the buck, SpectorSoft definitely stepped up to the plate with price, performance, and support,” said Counes. “And it was not just the sales price, but maintenance over the long term ... a reasonable cost to it ... not the sky’s the limit.”

“Install was remarkably easy ... I was monitoring in half an hour,” said Counes. “And it doesn’t affect our network integrity. Because of the sheer amount of data that Spector 360 collects, I thought there might be some impact, but it doesn’t affect our network at all, even across wireless connections.”

About Spector 360®

Spector 360 enables you to monitor employee PC and Internet use, analyze trends and patterns, search for specific details, investigate when something seems amiss, and report your findings all from the convenience of your desktop. Spector 360 is a highly scalable, centrally-managed, employee monitoring solution that is easy to deploy and manage, even company-wide.

Features at a Glance

- Monitor all employee PC and Internet activity with high-level charts, graphs and tables
- View detailed activity of individual employees with point-and-click drill down
- Automated reporting
- Includes context-based web filtering
- Multiple levels of security prevent tampering or disabling
- Configure, install and manage over existing network



Spector 360
June 17, 2008

"Top-notch reporting and monitoring"

"Highly configurable and scalable"

"Well-designed client server architecture"

-PC Magazine

"Training on Spector 360 is as simple as show and tell," said Counes. "I just trained a staff member and I literally logged in, showed them the dashboard, and walked away. The person came back after two hours and said it was the most amazing thing they'd ever seen."

"Spector 360 has so many built-in reporting tools, I haven't put together one custom report since I've had it," said Counes. "Everything's in place right out of the box. You can tell the customer experience is really thought out all the way through the product ... all the way through the company, really. The SpectorSoft model makes it easy across the board."

"Spector 360 helps me as far as best practices in IT as well as corporate resources," said Counes. "I've had nothing but good experiences with the program ... I am continually impressed with the depth and breadth of what it can monitor, all of it available to review with ONE CLICK of a button. Spector 360 gives you the big picture, then you can drill down to the details, and the drill-down is seamless ... just click and play, click and play!"

"Everyone I've worked with at SpectorSoft has been impeccable in their integrity and response time," said Counes. "Very few companies support their product like SpectorSoft does, with a knowledgeable, professional person LIVE at the end of the phone line any time of day, any day of the week. And they take their own security very seriously. When I call in, they make me authenticate who I am, which speaks loudly to me ... not only regarding their software but their integrity in support of that software."

"Spector 360 provides us savings in several ways," said Counes. "No. 1 is overall productivity. No. 2, we don't have costly legal fees because Spector 360 so positively impacts the integrity of our patient information. And No. 3 is ROI. Because our employees are more productive, the time we recoup is applied to patient care."

"We believe our employees live the same values we teach our patients," said Counes. "Those values include honesty, integrity, faith, hope, and courage. With Spector 360, we can demonstrate that to the outside world. Spector 360 has given us the ability to affirm what we do here – ALL we do here – and that's huge."

Learn more about SpectorSoft monitoring and surveillance solutions for business at spectorsoft.com

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