THALES
Building a future we can all trust

AmerisourceBergen Ensures Customer Trust in the Highly-Regulated Healthcare Industry with Thales CipherTrust Data Security Platform

The Organization

AmerisourceBergen fosters a positive impact on the health of people and communities around the world by advancing the development and delivery of pharmaceuticals and healthcare products. With a foundation in pharmaceutical distribution and solutions for manufacturers, pharmacies and providers, the company works to help create healthier futures by providing unparalleled access, efficiency and reliability for human and animal health.

AmerisourceBergen has over $200 billion in annual revenue, and serves a vast majority of all U.S. hospitals. The company is ranked #8 on the Fortune 500 and has a global team of 41,000 members.

The Challenge

Due to the highly sensitive nature of healthcare data, there were three main challenges that AmerisourceBergen knew its data protection solution needed to address. First, because healthcare is an extremely regulated industry, there are many industry and government requirements the company constantly needs to be in compliance with around the globe. As a result, AmerisourceBergen began looking for a solution that ensured all patient Personal Health Information (PHI) and Personal Identifiable Information (PII) as well as vendor data would be stored and processed securely. Second, the company needed a solution that would properly manage and maintain

customer trust due to the highly personal nature of a patient's drug and medical history. And third, AmerisourceBergen wanted a solution that would ensure the privacy of all PHI and PII collected data, as well as be in compliance with regulations such as HIPAA.

The Solution

AmerisourceBergen chose the Thales CipherTrust Data Security Platform for enterprise-wide implementation. AmerisourceBergen's Arvin Bansal, senior director, cloud security and data protection noted that, "When you take accountability for something as significant as huge volumes of patient data, you're responsible for protecting it with the utmost care."

AmerisourceBergen initially implemented the Thales CipherTrust Data Security Platform to centralize the key management of applications and protect encryption keys in extremely secure Federal Information Processing Standards (FIPS) 140-2 Level 3 Hardware Security Modules. The implementation of the platform into the legacy systems was very smooth with full support from the Thales staff.

"My first ever contact at Thales went extremely well," said Mr. Bansal. "The team truly understood how to balance protecting data using the best approach by finding an easily deployable solution. Deploying a new solution can create challenges, and so naturally, we had opportunities to streamline workflow with our infrastructure and application partners. However, it didn't take long for everyone to realize the benefits of the Thales solution and how straightforward it was to implement."

AmerisourceBergen

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The Results

The success of the initial implementation was followed by an expansion into new use cases, protecting systems like distribution centers for robots and cloud, as well as hybrid infrastructure. This allowed AmerisourceBergen to simplify data protection across multiple platforms on-premises and in the cloud by centrally managing encryption keys, and implementing granular access control and configuration of security policies.

The increased protection of AmerisourceBergen's customer data allowed it to meet or exceed regulatory requirements. By protecting sensitive encryption keys in FIPS 140-2 Level 3 temper-proof appliances, the company met the same security standards followed by the U.S. government and leading financial and technology firms. That, together with the granular management of security policies, helped the company achieve or maintain industry certifications such as ISO 27001 and ISO 9001, and strengthen its compliance posture to include HIPAA.

The high availability and performance of the CipherTrust Data Security Platform allowed AmerisourceBergen to improve resiliency, making sure that if one data center was to go down, a different one could smoothly activate and take its place with the same level of protection.

Thales supported AmerisourceBergen's assurance to clients that the company is securely and efficiently protecting their data, and delivering on the promise of being a 'trusted data company.'

The Innovation

As the industry evolves, it is crucial for IT teams to look ahead to the future to properly prepare their organizations' security foundations. Investigating new data protection capabilities like classification, data masking and enhanced encryption is recommended. This type of continuous innovation was a key factor in AmerisourceBergen's ultimate decision for a data protection solution.

When asked to summarize AmerisourceBergen's overall experience, Mr. Bansal replied, "If you look at the scale, complexity and value of what we were trying to do, deploying the Thales CipherTrust Data Security Platform made perfect sense. Furthermore, we were impressed by Thales's depth of technical talent, the reliability of the solution, and the ease of implementation."

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About Thales

The people you rely on to protect your privacy rely on Thales to protect their data. When it comes to data security, organizations are faced with an increasing number of decisive moments. Whether the moment is building an encryption strategy, moving to the cloud, or meeting compliance mandates, you can rely on Thales to secure your digital transformation.

Decisive technology for decisive moments.