



### Customer Profile

- Largest US provider of on-demand clinical, financial, and management software for health and human services providers
- 18,000 customers, including 35 US States
- Customers include private practices, public health agencies, substance abuse clinics, psychiatric hospitals, and managed care organizations
- 400 employees in six US offices

### Industry

- High Technology, Healthcare

### Business Challenge

- Protect customer networks and internal networks
- Safeguard private health information entrusted to Netsmart
- Provide no-hassle connection for customers

### Why Check Point?

- Enforced processes for reviewing, approving, and tracking security policy changes
- Automated change documentation
- Enhanced compliance through audit trails
- Segregated roles for making and approving changes

### Check Point Solutions

- Check Point R70 Software Blade architecture
- SmartWorkflow software blade
- VPN-1
- Connectra

QUICK FACTS

ROI

**“The Check Point solution helps us operate efficiently.”**

Keith Goedde, Director of Technical Security & Compliance,  
Netsmart Technologies Inc.

**“SmartWorkflow gives us the ability to manage, document, track and report on security policies changes. It is an integral part of the advantage we bring to customers who use our software.”**

Scott Anderson, Vice President of IT/Customer IT Support, Netsmart Technologies Inc.

## CUSTOMER CHALLENGE

**Many behavioral healthcare clinics, agencies, and hospitals run their clinical and business operations using Netsmart as their Application Service Provider (ASP). Netsmart needs to protect its network environment as well as its credibility, reputation and bottom line for the ASP segment of its business.**

That involves:

- Preventing unplanned downtime that can hurt the company financially
- Safeguarding customers' HIPAA protected health information
- Improving efficiency so that the company remains profitable and competitive
- Giving customers easy, secure ways to connect to their Netsmart applications

## SELECTION PROCESS

### Selection Criteria

- ✓ Enforced change review and approval processes
- ✓ Segregated roles for making and approving changes
- ✓ Easy visualization of changes with clear before-and-after comparisons
- ✓ Automated, consistent documentation of changes
- ✓ Simple reports and audit trails
- ✓ Multiple VPN-1 connection options

### Why Check Point

**“To be ISO 27001 and 27002 compliant, we built policies and procedures and checks and balances into the entire environment, top to bottom, including our security infrastructure. When Check Point released the SmartWorkflow software blade, it played in very nicely into our compliance model.”**

Scott Anderson, Vice President of IT/Customer IT Support,  
Netsmart Technologies Inc.

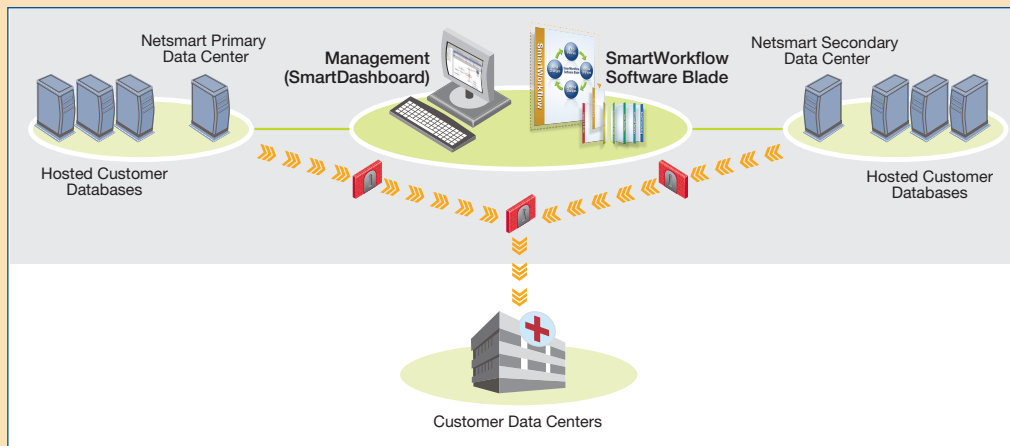
### THE CHECK POINT SOLUTION

The Check Point solution makes security a competitive advantage for Netsmart in three ways.

1

#### Enabling frequent security changes without disrupting customers

Managing dozens of gateways and edge devices, Netsmart makes frequent firewall changes each day to accommodate the growth and changing needs of both its software-as-a-service customers and its internal users. “The SmartWorkflow review and approval process gives us confidence that changes won’t have a negative impact on our customers and on our service level agreements with them.” Keith Goedde, Director of Technical Security & Compliance, Netsmart Technologies Inc.



2

#### Assisting customers in healthcare to comply with mandated audits

SmartWorkflow provides the accurate change documentation Netsmart needs for its own SAS 70 and ISO compliance audits. In turn, Netsmart can quickly and easily provide reports customers need for their audits, too. “The Check Point solution fits right into the overall value customers receive from using our environment.” Scott Anderson, Vice President of IT/Customer IT Support, Netsmart Technologies Inc.

3

#### Making it easy for customers to connect securely to Netsmart applications

With Check Point, Netsmart gives customers a flexible choice of ways to connect, depending on whether they have one office, or satellite offices, or employees who need remote access from different locations. SmartWorkflow enables a small cadre of Netsmart administrators to efficiently manage frequent VPN changes for many thousands of users.

### CHECK POINT BENEFITS

#### Simplified Change Management

- Upgrading to the R70 Software Blade architecture simplified policy change management
- “We can push firewall changes throughout the day as necessary” – Goedde

#### Fast Deployment

- Deploying the SmartWorkflow blade “was very easy,” stated Goedde. “We enabled the blade and entered the license key. That’s about it.”

#### Rapid Productivity

- SmartWorkflow is quick and easy to learn.
- “An administrator can be productive with SmartWorkflow in a couple of hours. Our whole team was up to speed in less than a week.” – Goedde
- “Automated change documentation saves approximately 30 minutes a day” – Goedde

### SUMMARY

#### Compliant • Simple • Flexible

- SmartWorkflow simplifies security policy change management in fast-evolving environments
- Simple reports and audit trails aid compliance in a tightly regulated industry
- Automated change documentation saves time and increases productivity
- Flexible VPN choices provide secure easy access that matches customer business models

#### Total Value - Cost Effective Solution

- Improved network uptime
- Increased efficiency and productivity
- Simplified compliance
- Value to customers