# Mass General Brigham

# CASE STUDY

## THE CUSTOMER:
**Mass General Brigham**

## THE PRODUCT:
**Diplomat MFT Enterprise Edition**

## KEY REQUIREMENTS:
- Easy to use for MGB staff and supply chain partners
- SFTP support with secure deployment
- Automated PGP encryption and key management
- Audit trail to document HIPAA compliance
- Robust job and file capacity to support many large, concurrent transfers

## BENEFITS:
- Compatible with insurance companies, CDC and NIH mandates, financial institution requirements, and other organizations requiring strong security and encryption standards including PGP
- Supports digital supply chain security by extending capabilities to smaller entities, thus enabling and encouraging autonomous operations
- Operates equally well with on-premises and cloud-based applications
- Simplicity and process automations enhance security efforts
- Consistent with HIPAA mandates for security and auditability
- Big help in supporting major cloud migration

## MASS GENERAL BRIGHAM:
### USING MANAGED FILE TRANSFER AS A STRATEGIC TECHNOLOGY

### BACKGROUND:
Formed in 1994 with the merger of Massachusetts General Hospital and Brigham and Women's Hospital, Boston-based Mass General Brigham (MGB) is the largest private employer in Massachusetts with a workforce of approximately 75,000. Comprising 16 hospitals, research and teaching facilities, and multiple affiliated health centers, medical offices, and other facilities located throughout New England, MGB has earned a stellar reputation that transcends patient care to include world renowned specialized medicine, rehabilitation, education, research, and a top-rated health plan.

### MGB File Transfers By-the-Numbers:
- 2000+ daily transfer workflows with 100+ users, including hundreds of vendors, partners, and federal agencies
- 1 million+ files transferred per month
- 10+ terabytes of data transferred per month
- 180+ PGP keys managed automatically

## COVIANT Software

## THE CHALLENGE:

Mass General Brigham first invested in Coviant Software's, Diplomat MFT secure managed file transfer solution, in 2004. It was integrated to manage the transfer of sensitive financial and patient data efficiently across the healthcare eco system. This includes the banks and insurance companies MGB interacts with daily. As a fast-growing and complex organization, MGB found that the volume of files it was handling had exceeded the capacity of its mostly manual approach and they needed to automate the processes to ensure timeliness, accuracy, security, and compliance.

Diplomat MFT offered a simple, no-nonsense approach that handled vital tasks like encryption, data capture, transfer verification (including trouble alerts) easily and reliably. And when it became apparent that MGB's file transfer needs extended far beyond finance, the utility, simplicity, and capacity of Diplomat MFT filled the bill.

## THE REQUIREMENTS:

As a healthcare organization, Mass General Brigham is required to file regular reports with the Centers for Disease Control (CDC), National Institutes for Health (NIH), Centers for Medicare and Medicaid Services (CMS), and other federal and state agencies. They share data with many insurance carriers, private medical practices, financial organizations, and hundreds of contractors, vendors, and suppliers that keep a hospital running.

Then, with passage of the Affordable Care Act in 2010 and a federal mandate to migrate to electronic health records (EHRs)—while maintaining compliance with the Health Insurance Portability and Accountability Act (HIPAA), the urgency around file transfers changed. Not only did the volume and variety of file transfers increase exponentially, the emphasis on security and reliability became a priority. As a high-profile healthcare network and major research hospital, Tony understood the implications of a data breach.

## THE SOLUTION:

Mass General Brigham chose Coviant Software after a competitive evaluation. Diplomat MFT delivered security, reliability, and enterprise-grade capacity, and included several automations to ensure accuracy and ease of use for complicated processes.

For example, PGP encryption and encryption key management—often a difficult command-line process or handled with expensive tools—is built into Diplomat MFT, streamlining MGB's use of 180 different PGP keys for different vendors. That helps keep MGB's extensive digital supply chain more secure.

Because Diplomat MFT is built using standard protocols, engineered with a secure-by-design philosophy, and integrates easily with many common on-premises and cloud-based services and applications, it has enabled MGB to adopt digital transformations more easily, including a shift from on-premises to cloud-based applications.

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We invite you to download a free trial or schedule a demo by visiting:

**www.coviantsoftware.com/request-demo/**