

## CASE STUDY

# MedAmerica Billing Services, Inc.

Founded in 1975, MedAmerica Billing Services, Inc. (MBSI) is one of the longest running physician practice management organizations in the United States. MBSI has over 800 employees spread across 3 locations in the US, and provides practice management services to 1,700 physicians and 700 physician extenders.

### The Challenge

MBSI's on premise appliance solution required significant in-house maintenance, using up the precious IT resources. Moreover, since all traffic was run through one device, when the device went down, it impacted Internet access for the entire organization. The existing security vendor suggested putting a proxy at each of the 3 office locations – a cost that MBSI found unacceptable. *“The idea of installing more proxies – which had proved to be a failed technology at our company – did not interest us,”* said Wyatt Silva, Network and Security Manager at MBSI *“Our security vendor had a hybrid (web + appliance) solution, but that couldn't handle our policy requirements, plus the quality and responsiveness of support really deteriorated after the company was acquired.”*

### The Solution

Working with Verge Technologies, a Zscaler partner, Silva evaluated Zscaler's web security solution. *“During the test phase every time we tried to access the Internet, all IP addresses were always available.”* The high availability and reliability was a dramatic improvement over the previous solution where connectivity was lost whenever proxies had to be restarted. Zscaler's 6 months default log storage was especially beneficial as it helped MBSI meet legal requirements.

### The Zscaler Difference

#### Easy-to-Use Solution

Deployment of the Zscaler service was extremely easy, and customer support was responsive and knowledgeable throughout the process. Once up and running, the system required no maintenance thereby reducing IT overhead. *“The main thing is time saving – I was spending a lot of time on our prior solution. With Zscaler, I simply create and add users to the system,”* said Silva.



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#### THE CHALLENGE

- Significant maintenance overhead with existing LAN proxy appliance
- No failover support – proxy appliance was the single point of failure causing outages across the entire organization
- No security cover for mobile users

#### SOLUTION EVALUATION

- Cloud based web proxy solution for high availability and failover support
- Ensure HIPAA compliance

#### THE ZSCALER DIFFERENCE

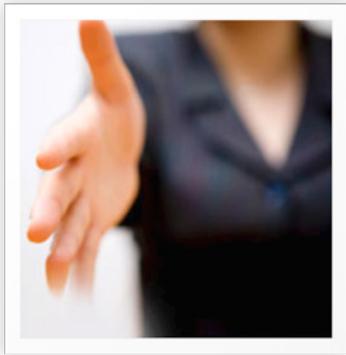
- Uniform coverage across on-premise and remote users
- No network downtime
- Reduced IT overhead
- Simple deployment, with responsive and knowledgeable support

## Consolidated Real time reporting

With Zscaler, MBSI has access to real-time consolidated reports and log files, which proved invaluable to the HR department. *“It was interesting to see how much our staff used social networking,”* Silva remarked. *“It impacts bandwidth and time. It also helps our managers who have staff and are concerned about productivity and performance.”*

## Security coverage for remote users

Unlike the old appliance-based solution, Zscaler protects all of MBSI’s employees, including mobile and remote users. And the level of security has been greatly enhanced with the addition of Zscaler’s protection against viruses and spyware as well as sophisticated, emerging threats including botnets, malicious active content, phishing, and cross site-scripting (XSS) attacks.



### SECURE TECHNOLOGY

With web-based services such as schedules, payroll, education and more, the provider portal puts these details of your practice at your fingertips. The fast delivery helps manage data and provide insight for clear decision-making within a secure environment.

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**“Zscaler is substantially better than our prior solution. It is basically on autopilot– I never have to worry about maintaining proxies or monitoring security”**

– Wyatt Silva, Network Security Manager

## About Zscaler

Zscaler is transforming enterprise networking and security with the world’s largest Direct-to-Cloud Network, which securely enables the productivity benefits of cloud, mobile and social technologies without the cost and complexity of traditional on-premise appliances and software. The Zscaler Direct-to-Cloud Network processes daily more than 10 billion transactions from more than 10 million users in 180 countries across 100 global data centers with near-zero latency. Learn why more than 4,000 global enterprises choose Zscaler to enable end- user productivity, enforce security policy and streamline WAN performance. Visit us at [www.zscaler.com](http://www.zscaler.com).

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