



SIMPLY
SECURE

IMPROVED PROTECTION OF PATIENT DATA FOR BELGIAN PHARMACIES

FARMAD, MARKET LEADER IN PHARMACY SOFTWARE IN FLANDERS, CHOOSES G DATA ANTIVIRUS WITH PATCH MANAGEMENT

CUSTOMER

- Sector: Healthcare IT
- Country: Belgium
- Size: circa 5,000 PCs
- Network: 1,400 Windows-based pharmacy networks

CHALLENGES

- Patient details are being increasingly digitalised and these need improved protection against data leaks
- The old solution allowed too much malware to get through, creating a great deal of work for Farmad in terms of repairing the damage
- The old solution was not easy to manage remotely

OUR SOLUTION

- Centralised management
- Patch Management
- Clear reporting

ADVANTAGES

- Simple and efficient management of the networks provides cost-savings
- Fewer data leaks in networks due to Patch Management, so patient data is secure
- Less malware on the networks, which means less capacity is required to resolve problems
- Great overview of networks' security status via efficient reporting functions



Pharmacies are becoming increasingly automated. The computer not only holds digital stock management and medicine information, but also patient data and information on the medicines that they use. Pharmacy systems manage a great deal of confidential and personal information. It is therefore essential that they are comprehensively protected against malware. Farmad, the market leader in automation for Flemish pharmacies, is now using G DATA Antivirus Business to tackle this problem.

ONE-STOP IT SERVICE COMPANY

Farmad NV is a one-stop IT service company for pharmacies and pharmacists. The company advises customers when searching for the right hardware infrastructure and subsequently takes care of its installation and maintenance. Farmad also supplies, maintains and updates the software in order to relieve the everyday workload in the pharmacy through automation. At the moment, Farmad offers support with IT issues to 1,400 Belgian pharmacies.

MALFUNCTIONING SECURITY SOFTWARE

Lesley Spiessens, Resource Owner of Farmad, has known for some time how important effective malware protection is for customers. In the past, Farmad has used security software from a large

international company. There were, however, frequent problems with this software. It was not easy to manage and the software regularly allowed malware to penetrate the systems, causing a great deal of extra work for Farmad staff. A decision was taken to look for another solution.

GOOD PRICE/QUALITY RATIO

Farmad spoke to its distributor about the ongoing problems with the security solution they were using. They pointed Farmad towards G DATA.

The price/quality ratio seemed very good at first glance. And after extensive testing, it became clear that the detection rate of the G DATA solution was clearly higher than that of the previous supplier.

“PATCH MANAGEMENT OFFERS A GREAT OVERVIEW OF THE UPDATES FOR THE 1,500 MOST FREQUENTLY USED BUSINESS APPLICATIONS. THE FACT THAT THESE PATCHES HAVE ALWAYS BEEN EXTENSIVELY TESTED MEANS THAT WE CAN ROLL THEM OUT ONTO OUR CUSTOMERS’ PCS WITHOUT HESITATION.”

Lesley Spiessens, Resource Owner of Farmad

The central management console makes it much easier to manage the systems for all our customers. „The average customer has around 3 to 4 PCs that we manage for them. This equates to a total of around 5,000 PCs so it is vital to have an effective centralised management system,” explains Lesley Spiessens. „On top of that, G DATA offers efficient reporting, which provides us with a great overview of the security status of all of our customers’ PCs.”

PATCH MANAGEMENT

The extra Patch Management module was an excellent addition: „With this module, we have an effective overview of the updates



and patches for the 1,500 most frequently used business applications that must be installed across all of the PCs. The fact that the patches are always extensively tested means that we can roll them out to our customers’ PCs without hesitation,” explains Spiessens.

COMMITTED SUPPORT DEPARTMENT

The final selection of G DATA was quickly made. So far, our experiences have been very positive: “As can be expected, there are a few hiccups when we transfer our customers to G DATA. We are delighted, however, that G DATA’s support department is so efficient and committed. Every question is picked up really quickly and only finalised once the problem has been resolved in full,” continues Spiessens.

INITIAL IMPACT

Farmad has seen clear benefits. There have been far fewer support calls about malware infections. The installation of the software is a simple process which saves the technical teams a great deal of time. Prices for G DATA are also much more appealing than the previous supplier.

RELIABLE SECURITY AS USP

Since the collaboration with G DATA, Farmad has positioned itself as the automation provider that offers pharmacies the best protection against malware. „Of all the pharmacy automation providers in Belgium, we are the only one that offers G DATA. In our opinion, we are therefore able to offer the very best protection within the automation package,” says Lesley Spiessens.

G DATA ANTIVIRUS BUSINESS



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