



# Priority Healthcare Corporation

## User Profile:

Priority Healthcare Corporation is a leading national provider of specialty pharmacy and distribution services. The company provides biopharmaceuticals, medical supplies, and complementary support services tailored to the individual needs of its customers and patients. Its mission is to achieve the highest possible levels of customer service and patient care while fostering growth for its associates and shareholders.

## Business Situation and Challenge:

The management of Priority Healthcare, like that of many organizations, never gave much thought to the role played by time synchronization in the support of networks and systems. Within Priority's system, there existed no single, dedicated source of time. Every device, from individual workstations to the company's telephone system, ran using its own, different, potentially inaccurate time source.

In addition to its need for accurate time, Priority Healthcare faced the need to comply with regulations such as Sarbanes Oxley and the Health Insurance Portability and Accountability Act (HIPAA). These regulations require that records, documents, and events kept on file in organizations be accurate and secure. Authentication of documents plays a role in the creation and alteration of every record. Support for time-stamps and auditing of these records and events was therefore necessary.

Security was also a concern, as the regulations under which Priority operates typically place large demands on the networks supporting organizations. The information being stored electronically is confidential and must be protected. Priority Healthcare was concerned by the fact that any time additional ports in the firewall of the network are opened, there is a greater risk of attacks from outsiders trying to hack into the system. If security is breached in the network, all the confidential employee, customer, and patient records housed in that system are exposed and accessible.

Priority Healthcare needed a dedicated, secure, and reliable time source. This would allow the company to synchronize its network and comply with industry regulations.

## Solution:

Priority Healthcare chose Spectracom to provide a time synchronization solution. Spectracom's NetClock® is a GPS-enabled NTP (Network Time Protocol) time server tracking up to 12 satellites simultaneously. The NTP time server is a Stratum 1 device that receives official UTC (Coordinated Universal Time) time through the GPS signal. NetClock is a dedicated source for time synchronization across the network. It is behind the firewall, so there is no need to open port 123 in that firewall. (This is one of the risks associated with using an Internet-based time source.) Spectracom is able to provide Legally Traceable Time® for the support of time-stamps, audit trails, file logs, and cryptography.

## Results and Benefits:

Priority Healthcare found that Spectracom's NetClock provides a secure, accurate, and reliable time source. NetClock synchronized time across the company's network, ensuring that all its systems were accurate and in sync. NetClock also supports interoperability across the network and synced Priority's telephone system with the time server. Displays of this synchronized time on the company's telephones helped Priority's employees become more punctual and more productive.

Spectracom provided Priority Healthcare with a solution for increased security and authentication, as required by HIPAA and Sarbanes Oxley. Receiving time through a GPS signal from behind the network firewall means that NetClock does not have to open port 123 in the firewall. This protects the company's confidential patient information and greatly decreases hackers' abilities to penetrate the system.

Priority Healthcare now has a secure, accurate, reliable, and cost effective solution for time synchronization and regulatory compliance—thanks to Spectracom.