



EMERGENCY NGO Onlus Creates Better Health Outcomes Worldwide

EMERGENCY NGO Onlus was founded in 1994 to provide free, high-quality, human rights-based medical care to people affected by war, poverty and landmines. Currently active in eight countries worldwide, the organization has treated more than 12 million patients, offering surgical, medical and rehabilitation services.

Industry

Nonprofit

VMware footprint

- VMware® Carbon Black Cloud Endpoint™ Advanced
- VMware Aria Suite™
- VMware vSphere®

EMERGENCY NGO Onlus is a politically neutral and independent organization that has provided healthcare services to more than 12 million people worldwide to date. Working remotely—often in challenging locations such as war zones—the humanitarian organization uses apps and data to help deliver high-quality medical interventions, build hospitals and provide training for local medical teams. Data security is paramount with so many endpoints in operation and sensitive information to be recorded and stored. Using VMware Carbon Black Cloud Endpoint Advanced, the EMERGENCY team has achieved a secure solution that delivers peace of mind, enabling staff to remain focused on providing life-saving healthcare services.

Driving positive change in challenging situations

Founded in 1994 in Milan, Italy, EMERGENCY NGO Onlus provides free, high-quality healthcare to people worldwide affected by war, poverty and landmines. Treating one patient per minute since its inception, its services are in constant demand, with surgical, medical, rehabilitation, training and hospital construction assistance currently taking place across eight countries. As an organization, EMERGENCY is underpinned by its core values of peace, equality, solidarity and human rights-based healthcare. As such, it is independent and politically neutral, relying on donations to fund its diverse range of services.

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Rolando Bricchi, IT Director, EMERGENCY NGO Onlus



Safeguarding critical data

EMERGENCY faces many logistical challenges. The remote nature of some of the organization's medical facilities means that network connectivity is frequently inferior—in some cases, 56KB per second or less. This is compounded by tight budgetary constraints and the fact that the organization relies on field staff who are not always comfortable with technology. “We operate in contexts where technology is not considered fundamental, with people who may only be using computers for the first time,” explains Rolando Bricchi, EMERGENCY NGO Onlus IT director.

EMERGENCY also holds, processes and stores a significant amount of sensitive data—such as patients' medical records—which can require frequent access and follow-up. With 600 endpoints to secure, Bricchi undertook a risk analysis exercise to understand the data security risks that needed covering as a matter of priority. This exercise led the humanitarian organization to realize that it was particularly vulnerable to cyberattacks. The potential loss of critical data and associated system downtime from such an attack can quickly impact the care and treatment that EMERGENCY ensures, making endpoint security an evident and pressing priority.

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Rolando Bricchi, IT Director, EMERGENCY NGO Onlus

Scalable solutions with a user-focused approach

EMERGENCY was already a user of VMware vSphere and VMware Aria Suite, so the organization turned to VMware to help solve this security challenge. Working closely with Bricchi to understand his specific challenges, the team demonstrated how VMware Carbon Black Cloud Endpoint Advanced could replace the legacy system while considering the budget and the organization's unique needs.

“We had the luck and the privilege of having an existing relationship with VMware, so we could quickly familiarize ourselves with the philosophy and features of VMware Carbon Black Cloud Endpoint Advanced,” says Bricchi. “We had the opportunity to observe a little bit of the existing portfolio, which allowed us to grasp what we needed based on our priorities. We chose Carbon Black as, above all, the evolution and simplicity of the solution, especially when compared to our starting point, convinced us that this was the right answer.”

Instantaneous results with minimal disruption

The implementation of VMware Carbon Black Cloud Endpoint Advanced was straightforward and fast, with the initial installation of the first sensors taking just 15 minutes. Not only did this keep the process simple, but it also ensured minimal system downtime—a critical factor when operating across multiple time zones. The results were tangible and instantaneous.

VMware Carbon Black Cloud Endpoint Advanced also helps EMERGENCY centralize its response to issues while minimizing end-user responsibility. “We don't have an incident response team, so we need internal knowledge if a problem occurs,” says Bricchi. “The interesting thing about Carbon Black is it is not invasive on the user side. If someone involuntarily opens a suspicious email, this triggers a notification to the IT team without sending confusing alerts to the user.”



The improved visibility afforded by VMware Carbon Black Cloud Endpoint Advanced gives the team a greater understanding of the organization's IT environment, enabling the company to take a more proactive and strategic approach to security. "Before, I had endpoints distributed throughout our territories with partial visibility. With Carbon Black, I have 100 percent visibility of what is happening, even on activities that I don't manage directly," explains Bricchi.

This has dramatically reduced personnel hours of operation when issues do arise. As a cloud-delivered solution requiring minimal intervention, IT personnel can open a browser tab on their laptop to deploy and control endpoints and configure software for specific groups of end-users.

"Carbon Black is a new application for us, and we are still learning. However, we have reduced the hours spent responding to reported issues by 50 to 70 percent," explains Bricchi. "We have also reduced hours spent on specific endpoint management tasks by around 80 percent."

A new perspective on IT security

Reducing response time to endpoint issues has resulted in process improvements across the organization, with greater peace of mind that systems and data are secure and the risks of operational disruption minimized. These are highly significant benefits for an organization that must make every resource count. Carbon Black Cloud also works on networks with high latencies and critical contexts.

"In the future, it's clear VMware Carbon Black Cloud Endpoint Advanced will save us a lot of time, and there will be far fewer security events to handle. After just two weeks of deployment, it enabled us to detect and resolve other security holes that we were unaware of, such as a user we didn't realize had administrative credentials who had installed malicious software," explains Bricchi.

With an enhanced endpoint security system, EMERGENCY is better placed to focus on its overarching mission, providing the best possible treatment and care for those in challenging environments. Bricchi says, "VMware Carbon Black Cloud Endpoint Advanced enables us to keep the focus where it should be, delivering a positive impact for our staff and patients."

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