

Success story | Cyber-Security

SOZIALSTATION HILDEBRAND GMBH



Reliable protection of mobile devices from cyber threats

With Lookout for Small Business, the operational and health data of Sozialstation Hildebrand GmbH are optimally protected against attacks, phishing attempts and other threats.



Together we can
vodafone
business

“Thanks to the security solution provided by Vodafone Business, employers can definitely sleep easier.”

HERBERT HILDEBRAND, FOUNDER AND
MANAGING DIRECTOR OF SOZIALSTATION HILDEBRAND GMBH

The customer:

Sozialstation Herbert Hildebrand GmbH has been providing care services in the towns of Wittmund, Jever-Schortens and Esens in Lower Saxony since 1992. Its range of services includes outpatient care, respite care, individual care advice, medical treatment, palliative care, vacation care, domestic care, a menu service and much more. Around 150 employees are deployed in these different areas - some of them at the Wittmund headquarters, but many of them primarily provide care services on site. The company consistently relies on digitalization to coordinate care staff, as well as for interfaces with doctors, billing with health insurance companies and many other tasks.

The challenge:

Day-to-day care is characterized by a high level of documentation requirements, which takes up a lot of the staff's time, which is then not available for dealing with the patients. In addition, there are organizational challenges, such as reacting quickly to staff absences due to illness and scheduling tours in line with the current staffing situation. Sozialstation Hildebrand GmbH responded to this by adopting digital solutions at an early stage. Each employee is given their own company smartphone, which is used exclusively for communication, coordination and documentation relating to care assignments. In order to authorize nursing staff to access confidential health data and to identify their clients, Sozialstation Hildebrand GmbH is participating in a pilot project of the statutory health in which these authorization processes are carried out using an ID card. An NFC chip on the documentation folders assigned to each care recipient documentation folders assigned to each care recipient the deployment and working times are also recorded. However, these digitalized processes also give rise to the need to protect the company smartphones against cyber threats. As a long-standing Vodafone customer for many years, the Hildebrand social brand also relies on tailor-made solutions from the Düsseldorf-based digitalization group.



INDUSTRY: Nursing services

EMPLOYEES: ca. 150

VODAFONE SOLUTIONS:

Mobile phone, Lookout for Small Business

www.sozialstation-hildebrand.de

**” THE SMARTPHONES
USED BY OUR
EMPLOYEES ARE AN
IMPORTANT FOUNDATION
OF OUR BUSINESS.
DATASECURITY AND
RELIABILITY ARE ALSO
CRUCIAL. A HACKER
ATTACK COULD SEVERELY
DISRUPT OR DISABLE
OUR OPERATIONAL
CAPABILITY.”**

HERBERT HILDEBRAND, FOUNDER AND MANAGING
MANAGING DIRECTOR OF SOZIALSTATION HILDEBRAND GMBH

The Solution:

Mobile security for small businesses

In order to meet the security requirements of Sozialstation Hildebrand GmbH described above, Vodafone protects the employees' smartphones with Lookout for Small Business. This solution is based on a security app that is installed on the end devices. It protects the smartphones and the company data stored and processed on them from viruses, data theft or phishing. Once installed, the Lookout app actively and automatically fends off attacks and threats.

An easy-to-use admin console is available to the company headquarters for managing the end devices included, providing an overview of the status of the managed smartphones at all times.

Lookout for Small Business can be booked as an add-on option to the Red Business Prime mobile phone tariffs designed for business customers.

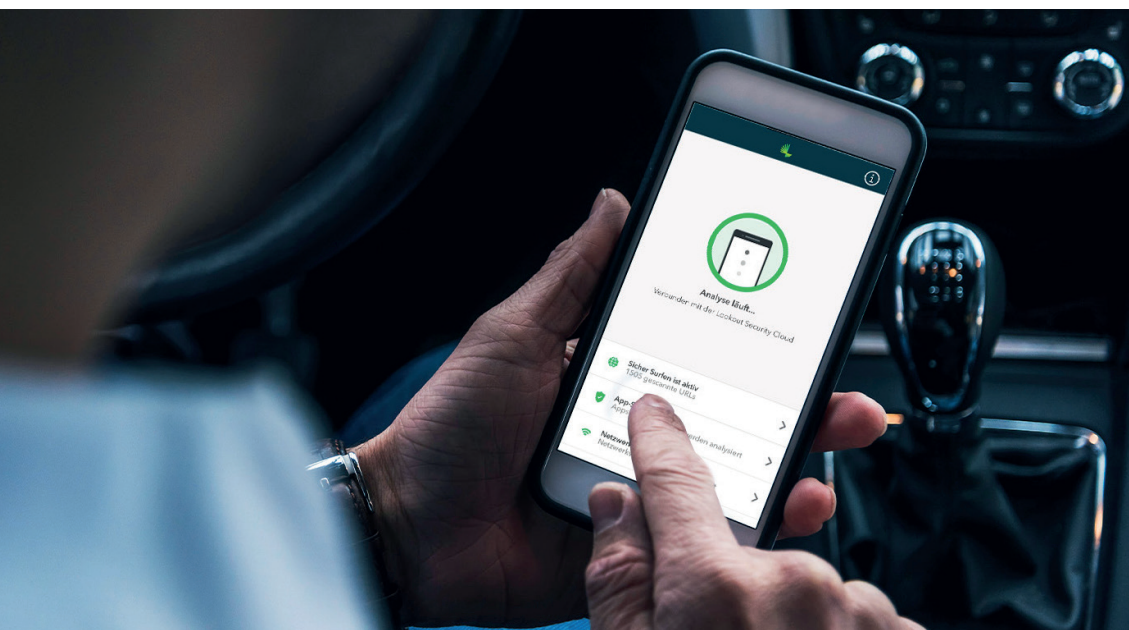
The comprehensive data and virus protection also offers price advantages compared to the corresponding standard tariffs. "The smartphones used by our employees are an important phones used by our

employees are an important foundation of our business," explains Herbert Hildebrand, founder and Managing Director of the social station named after him.

"Data security and the reliability of communication are also decisive factors here - a hacker attack could severely disrupt or even eliminate our operational capability." With the help of the security tools used by the company and the Lookout console, Sozialstation Hildebrand GmbH discovered that it is the target of around 40 attempted cyberattacks per month.

"Thanks to the security solution provided by Vodafone Business, employers can definitely sleep more soundly," says the managing director.

In the future, the importance of company-owned smartphones will increase, for example for managing the housekeeping services offered by the social center. Here too, Lookout for Small Business will then provide the urgently needed mobile cyber security.



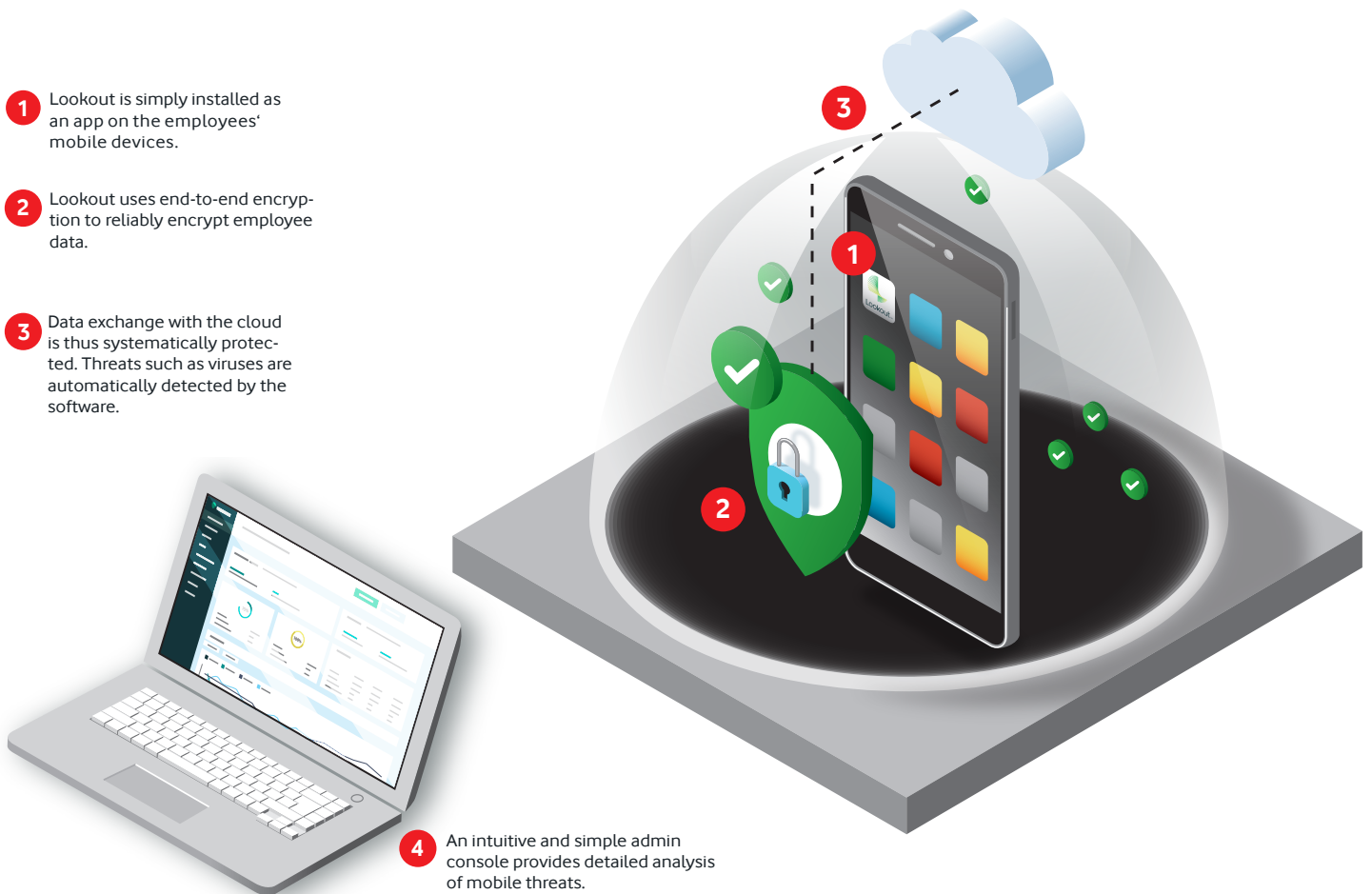
Lookout for Small Business protects every smartphone included in the security solution against cyberattacks, malware and similar threats.

In one Picture:

How Lookout protects against cyber threats

Lookout protects the devices used in companies such as Sozialstation Hildebrand GmbH - and is based on three components: The Lookout app, a special telemetry (Lookout Security Graph) and an admin console. This ensures that all employees' devices are secure - even before they use them to access the company's resources. This works for devices with iOS, Android or Chrome OS operating systems.

- 1 Lookout is simply installed as an app on the employees' mobile devices.
- 2 Lookout uses end-to-end encryption to reliably encrypt employee data.
- 3 Data exchange with the cloud is thus systematically protected. Threats such as viruses are automatically detected by the software.



FIVE QUESTIONS FOR

HERBERT

HILDEBRAND



Herbert Hildebrand is the founder and managing director of the social center named after him, which now has around 150 employees.

What role does digitalization play in care and in your company?

That depends entirely on the company in question. Many care services have not yet addressed this topic at all. Others, including us, recognized early on that digitalization can provide a decisive advantage in overcoming the challenges facing our industry. Accordingly, we have consistently implemented digital solutions.

How do you assess the framework conditions for this?

With increasing digitalization in the healthcare sector - I'll just mention the telematics infrastructure that is mandatory for doctors and clinics as an example.

I'll just mention the telematics infrastructure that is mandatory for doctors and clinics - there is no way around the fact that service providers in this area need to get to grips with these solutions and use them productively in their own business.

Do you see your company under particular threat from cyber attacks?

I don't think so, but with the health information that is essential for us, we are of course dealing with sensitive data. This may well be of value to cyber criminals. Even without us perhaps being directly at the center of such activities, we already register around 40 cyberattacks per month on our company network. In addition, there are other threats such as phishing, ransomware and the like.

How do you and your employees deal with these issues?

Like everywhere else in life, we also have people among our nursing people who are quite tech-savvy and others who have little interest in these topics. And in addition to the cyber threats are joined by requirements such as those imposed on us by the GDPR. Our solution is to consistently keep company communications away from our employees' private smartphones. employees' private smartphones. Shift planning, internal communication and documentation take place exclusively on the devices we provide for this purpose.

How do you rate the cooperation with Vodafone?

I am very pleased that Vodafone Business offers us a perfectly suitable security solution for the mobile devices in our company. When our contact person presented this solution to us, the decision was quickly made.

At a glance:

” Thanks to the
Vodafone Business
provided by Vodafone
Business solution
as an employer
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easier. “

HERBERT HILDEBRAND, FOUNDER
AND MANAGING DIRECTOR OF
SOCIAL STATION HILDEBRAND GMBH

The advantages of the solution:

- **Safe mobile working:** Company data is always secure - with efficient mobile collaboration between employees.
- **Easy to set up:** Lookout is quick and easy to set up, manage and configure. Even for companies with few IT resources.
- **Everything in view:** The admin console provides a quick overview of the status of the included devices.
- **Fast response:** Ongoing attacks are registered and reported in real time. This enables companies to react quickly.
- **Flexible license management:** Licenses for newly added devices can be added quickly and easily.

Put your company in a better position against cyber attacks - with the help of Vodafone's services. Companies without their own IT security team and with limited time and resources benefit in particular from managed security services. These are developed and provided by leading industry experts in the field of cyber security. Vodafone's cyber security solutions help your company to uncover weaknesses in your own IT security. Cyber attacks are also detected earlier. Your company can react more quickly and avoid long-term consequences.

Get free advice now on **0800/44 4065 5642** or arrange a callback [here](#).



Cyber attacks threaten companies. Regardless of their size. Mobile devices are particularly at risk.

The security app provided jointly by Vodafone and Lookout, a provider specializing in data protection solutions, protects company data. For example, against viruses, data theft or phishing.

How can you do this? By installing the Lookout app on your employees' mobile devices. The appropriate licenses can be booked online.

Further information can be found [here](#).