

CASE STUDY

Industry: Healthcare
Application: Intranet
Product: Array SSL VPN



Hospital blends strengths of both Array TM and SP into one solution for HIPPA requirements

About Presbyterian

A large private healthcare organization serving close to 40 percent of its state's healthcare needs.

Offering hospital, primary and specialty care services to over 300,000 people. Voted as one of the 100 "Most Wired" hospitals, by an independent study published by the Wall Street journal. In the year 2004 this organization is committed to improve customer safety and service using technology.

Challenges

Health Care providers have to provide patient information for Doctors and other support staff so patient diagnosis and recovery is optimized. This data has to be secure for the privacy of the patients as well as for HIPPA requirements. Data has to be available to these staff members in remote offsite locations, in a secure fashion, 24 X 7. The data, as well as being secure and remotely available, also needed to be optimized so access was rapid.

Solution needed:

- Remote access by hospital personal that was securely delivered.
- Deliver a method for the staff to only have access to the data they were allowed to see.
- Have the information be available from redundant servers, negating a single source of failure.

Problem Solved

By deploying both the Array SP and the Array TM, the combination and integration of both access management and application acceleration solutions was achieved.

The Array SP provides a secure access point to the corporate portal, using the Array SP LocalDB, authorization policies, and highly scalable SSL support.

The Array TM provides Load Balancing and enhances the performances of existing hardware infrastructure.

Medical staff can now access patient records from any location throughout the world. They can only access records that they have permission to view, and are blocked from those they do not. Having SSL capability from end-to-end facilitates them to meet their HIPPA requirement, which is an important hurdle for all health care facilities.

Business Challenges

- Increase Security
- Accelerate Back-end Applications
- Complex Administration

Business Solutions

- Array TM (Traffic Managers)
- Array SP (SSL VPN)
- Tight Feature Integration
- Array Support Services

Business Benefits

- Increased Server Capacity
- Improved End-User Response Times
- Improved Server Optimization
- Enhanced User Capacity

Category	Improvement
User Capacity	100% Increase in handling the number of concurrent users
Server Capacity	400% Increase in server capacity (went from handling 800 clients per IIS Server to approx. 4000 clients per IIS Server)
End-user Response Time	50% Improvement in end-user download times
Server Optimization	50% reduction in back-end servers
Availability	99.999%



Enterprise SSL VPN Solutions

