

Industry: **Health Care**

Application: **Large-Scale Remote Access and BCP**

Product: **Array DesktopDirect**

Challenges

- Cost-effectively deploy a secure remote access solution to a large group of users, with room to grow
- Replace rogue remote desktop managed services accounts
- Deploy a solution that is easy to set up, easy for IT to support, and easy to use
- Enable both non-technical users, as well as sophisticated IT staff requiring remote access to their office desktop PCs
- Establish business continuity planning (BCP) preparedness, by providing access for all employees

Solution

- Array Networks DesktopDirect

Benefits

- Anytime, anywhere office desktop PC access for non-technical users
- Seamless extension of compliance already established on desktop PCs
- Integrates seamlessly with existing AAA infrastructure
- Data leakage protection prevents accidental loss of important medical information by less technical users
- Enables BCP preparedness
- Enables cost savings by reducing the number of IPsec VPN users and laptops deployed

Array Networks DesktopDirect: Secure Remote Access for a Large Group of Users

This case study is related to a not-for-profit system of hospitals, a health plan and a growing medical group. For more than 100 years, this provider has been committed to improving the health of individuals, families, and communities throughout its local region. Within its area of service, this provider is the only private, not-for-profit healthcare system; the largest provider of health care; the largest managed care organization, providing commercial health insurance, Medicaid and Medicare products; the fastest-growing physician group, employing nearly 500 physicians and practitioners; and the largest provider of birthing services, welcoming more than 7,500 new babies into the world each year.

The Challenge

The provider's IT group needed to deploy remote access to a large number of users. They had IPsec VPN to support a small fraction of their employee base, but many users who did not have VPN accounts were setting up rogue accounts using managed services for remote desktop access, such as LogMeIn and GoToMyPC. Most of these users were part-time, non-technical employees, looking for an easy way to work remotely. Additionally, there were IT support-related users who also needed a way to access their desktop PCs remotely. Adding these users to the IPsec VPN user base would be costly and require extra time, additional laptops, support staff, and network infrastructure.

There was a need for the solution to be easy to set up and support for the resource-constrained IT group, as well as easy to use but secure, for less sophisticated end users. Because the solution was intended to replace unauthorized managed services accounts, it was required that the solution allow central control of user sessions, while integrating seamlessly with existing AAA infrastructure. Because of the nature of the existing user base, there was also a need to support Microsoft 64-bit Windows Vista Operating System desktop PCs.

The provider was also planning to establish preparedness for business continuity (BCP) in the face of events such as H1N1 outbreaks, and they were preparing to reduce the number of laptops deployed within the organization. Thus, being able to scale cost-effectively was a significant issue.

The Solution

Array Networks DesktopDirect was the answer for the provider. Without needing to train users, IT was able to quickly provide secure remote access to office PCs, so even non-mobile employees could stay productive from any location. DesktopDirect enabled the provider to reduce the number of deployed laptops, with central control of user sessions, and without requiring AAA configuration changes. 256-bit AES encryption and data leakage protection ensured privacy and no loss of sensitive medical data, and the entire group of users was supported, including those using 64-bit Vista.

DesktopDirect's cost-effectiveness, ease of use, and scalability ensured that the provider would be able to build out their user base without building out the network. DesktopDirect provided ROI in under a year, high scalability of up to 15,000 desktops on a single appliance, and power management capability to remotely turn on powered-down PCs. With no user training required due to a simple 3-step login with SSO, plus a hardware-based consistent quality of experience for users, Array DesktopDirect was the provider's choice for large-scale remote access and IPsec VPN replacement.