

Challenges

- Significant user base with varying desktop/remote access configurations
- Legacy authentication compatibility requirements
- Intranet web applications not working on the Internet

Solution

- Array SPX SSL VPN

Results

- Thousands of doctors increase productivity with instant access to critical patient data from remote locations
- Thousands of employees with web access to the corporate Intranet
- Compliance with the 1996 Health Insurance Portability and Accountability Act (HIPAA)
- Enhanced security
- Centralized administration

Texas Health uses Array's SSL VPN to secure its healthcare portal

Texas Health Resources is a large non-profit healthcare organization comprised of roughly 20,000 people and 13 hospitals and clinics. As a merged organization, they have come to support hundreds of interconnected applications using their intra-site WAN (Wide Area Network).

Challenges

As a geographically dispersed organization, Texas Health Resources realized that offering centrally controlled remote access to hundreds of Web-based applications is no small task. Furthermore, providing secure HIPAA-compliant access takes this problem to a completely new level.

Before they discovered Array's SSL VPN solutions, Texas Health Resources was looking for a reverse proxy to manage internal access to its healthcare portal for thousands of remote users via the Internet. Because they are a healthcare organization, they must ensure the privacy of their data, which contains patient and doctor records as well as other sensitive information. Like other healthcare organizations, Texas Health Resources seeks to deploy information systems that comply with the Health Insurance Portability and Accountability Act (HIPAA), which proposes standards regarding the security of individual health information. This flexibility and HIPAA compliance are difficult to find in a single, easily manageable, security solution.

"Other reverse proxy products do not provide sufficient security or authentication," said Andy Sutton, Manager of Network Services at Texas Health Resources.

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Problem Solved

Texas Health Resources is using Array's SSL VPN to provide secure remote access to internal Web-based applications. "Array's SSL VPN unique value comes from its ability to provide a reverse proxy with the essential authentication, encryption and Web Resource Mapping capabilities required for secure access to sensitive information. Also, the willingness of the Array engineering team to work with us on further integration demonstrates a willingness to provide real value," explains Sutton.

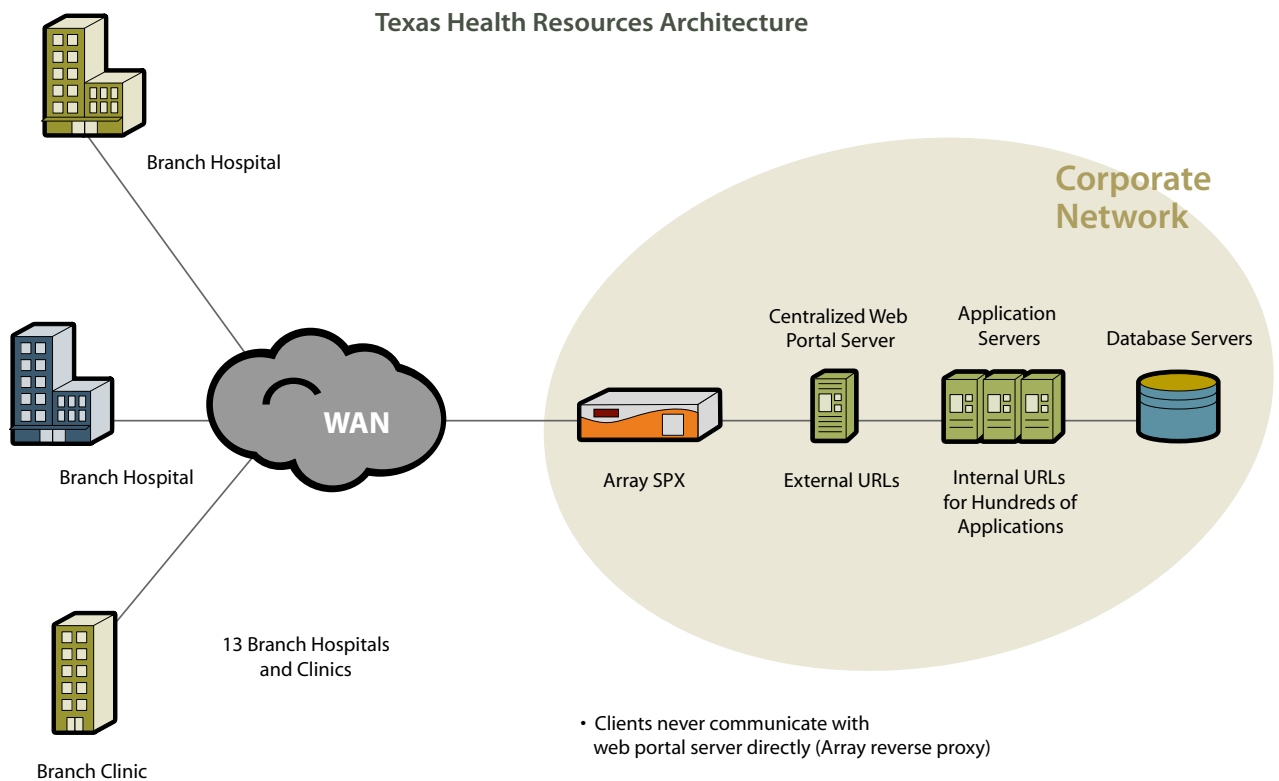
Array's SSL VPN allows Texas Health Resources to authenticate, authorize and audit all transactions. This not only restricts access to the appropriate individuals, but it provides non-repudiation for this access -- delivering proof of the integrity and origin of data. This verifiable security enables Texas Health Resources to conform to the rigid standards as set forth by HIPAA.

Array SSL VPN's unique Web Resource Mapping feature automatically converts internal network addresses to the Texas Health Resources portal's URLs, which enables users to access all applications via a single Web-based interface and enables Texas Health Resources to authenticate users from a centralized control center.

Web Resource Mapping alone saves Texas Health Resources "millions of dollars," according to Sutton, by eliminating the need for network administrators to recode existing applications for use via Texas Health Resources' WAN. Instead, using Array's SSL VPN, hundreds of applications are instantly deployed for transparent, yet

secure access by authorized physicians and other employees. Additionally, Array's SSL VPN accelerated SSL encryption allows users to access the portal using a standard Web browser, eliminating the need for specialized VPN software and the associated setup and administration headaches.

Array's SSL VPN enables clinics, doctors and hospitals to collectively gather and share important information. In turn, this reduces the risk of mal-practice lawsuits because the doctor is better informed, for example, about a particular treatment or patient. This reduces the liability of the doctor and hospital and according to Sutton, "A single application made available through the Array SPX may result in millions of dollars in savings from the defense of lawsuits."



- Clients never communicate with web portal server directly (Array reverse proxy)
- Internal URLs are shielded and don't have to be changed; applications don't have to be changed
- External URLs are generated on the fly