Curing Secure Remote Access Pains

Zachary Grant
Sun Healthcare
About Sun Healthcare

• Leading US healthcare provider
• HQ in Irvine, California
• Services thousands of patients daily
• Operates 103 facilities across nation for long-term and post-acute care
• Additional Services include:
  – SunDance Rehabilitation Corporation
  – CareerStaff Unlimited
  – SunPlus Home Health Services
  – SunAlliance Healthcare Services
The Problem – Remote Access Headache

- Over 100 service providers requiring access
- Over 5,000 remote users – both Sun Healthcare employees and partners/third parties
- Both Sun managed and unmanaged endpoints
- Access to internal Sun applications, such as:
  - Point-of-Care Applications
  - Systems management tools - Remote Desktop, Citrix ICA, terminal emulator programs, FTP, SSH
  - Xscan32 – PACS radiology application
  - Web mail & native email, intranet
- Confidential patient info being pushed out to endpoints
  - Spyware & keyloggers
  - Implications on HIPAA compliance...
- Time intensive & expensive to maintain
  - 32 hours (nearly a week) per month on remote access administration
Potential Solutions

- **IPSec VPN**
  - Existing solution; client software required
  - Firewall traversal issues at customer locations
  - Not good fit non-Sun-managed devices
  - Minimal endpoint security features

- **Typical SSL VPNs**
  - **Vendors** –
    - Nortel Connectivity VPN
    - Check Point SSL Network Extender
  - **Problems**
    - They supported web applications, but not much more
    - Not really clientless – require client software
    - Administrator rights required on all endpoints
    - Limited endpoint security & information protection
Permeo Base5 – Rich Application Access

- **Permeo SSL VPN**
  - Leverages existing authentication services
  - Single access mode
    - No persistent client software
    - All access is on demand
  - **Non-intrusive - no admin rights required**
  - **Ubiquitous access**
    - Sun-managed and unmanaged devices
    - No firewall traversal issues
  - **Rich application support – out-of-the-box support for all of our applications**
  - Granular policy-based access with audit logs by user and application
  - Easy to configure, manage, add users
Endpoint Information Security & Protection

• Pre-authentication keylogger scan
  – Heuristics-based
  – Prevent eavesdropping of login credentials

• Host integrity checking
  – AV updates
  – OS patches

• Browser security
  – Real-time cache & temp file encryption
  – Post-session cache & temp file shredding

• Information usage controls & audit logs
  – Block/enable print, save, copy, forward, print-screen
  – Log all user activity by file (e.g., patient 123ABC record printed by Dr. John Smith)
Benefits from Permeo Base5

- **Streamlined operations & reduced costs**
- **On demand secure access for unmanaged devices**
- **Access to all Sun applications**
- **Compliance & policy enforcement**
- **Productivity improvements by allowing employee access from unmanaged devices**
- **Ease of migration for new or merged companies**

Remote access administrative costs were reduced by 82% to only 6 hours a month with the Permeo solution.
Questions?

Thank you very much for your time.

For more information about Permeo Base5, please contact sales@permeo.com or visit Permeo at www.permeo.com.