

Curing Secure Remote Access Pains

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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**



**NURSING
FACILITIES**



**SPECIALTY
HOSPITALS**



**ASSISTED
LIVING**



**ALZHEIMER'S
CARE**



**BEHAVIORAL
HEALTH**

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.