



“In the healthcare industry, high availability and redundancy are critical aspects to providing sustained information access. FirePass SSL VPN enabled us to achieve that...”

Southern Illinois Healthcare Relies On FirePass SSL For Easy-To-Use Remote Access While Meeting Strict Regulatory and Security Compliance Measures

Industry:

Healthcare

Challenges:

- Deliver secure, reliable remote access for employees, technology vendors, physicians
- Reduce high TCO common to IPSec VPN solutions
- Improve scalability

Solution:

F5's FirePass SSL VPN

Benefits:

- Improved worker satisfaction and productivity/efficiency gains
- Improved interface makes routine tasks efficient and straight-forward to perform
- Fast and easy technical setup/configuration (less than one hour)
- Trouble free maintenance and guaranteed availability
- Meets HIPPA compliance standards

Overview

The people of Southern Illinois Healthcare (SIH), a not-for-profit health care system, are dedicated to promoting the health and well being of all of the people in the communities they serve. Their mission is guided by their values: compassion, collaboration, quality, stewardship, integrity and respect. Over 2,000 employees, along with physicians and volunteers, are working together to achieve their mission and ensure that the health care needs of those they serve are met by treating patients in SIH facilities, by offering services in rural clinics, by collaborating with some of America's best hospitals and by improving the quality of life in their communities with their charitable community benefit programs.

Challenge

SIH needed to provide secure remote access to employees, physicians, and technology vendors. Employees needed to work from home or while traveling on business. IT staff required the ability to provide emergency support or assistance outside of normal business hours. Patient care provider and physician offices located throughout the regional area needed to connect to clinical systems such as radiology imaging, patient records, or medical billing.

And technology vendors needed to remotely monitor, maintain, or remediate technical problems on servers they have been contracted to support.

Prior to F5's FirePass SSL VPN solution, SIH was using a client-based Cisco VPN. This required each remote PC to have the Cisco client application installed on it and required detailed configuration settings to be made by a staff technician, before a connection was possible. Although well suited for site-to-site connections and even manageable for a small number of user-to-site connections, this approach was logistically difficult and expensive to implement on the scale SIH ultimately needed.

SIH required a manageable VPN solution with extremely fast implementation, high scalability, robust security, and lower total cost of ownership than traditional IPSec VPN solutions for the majority of their user-to-site connections.

Initially, in addition to F5's FirePass SSL VPN, two of the other leading SSL VPN products (at that time found published in the Gartner Magic Quadrant) were also evaluated for a period of 30 days in SIH's live network environment. Appliances were racked and configured as if they were

