Array NETWORKS

CENTRAL OHIO℠ PRIMARY CARE

SSL VPN CASE STUDY

COPCP

Simple, cost-effective remote desktop access solution provides remote and mobile access that maintains HIPAA compliance while boosting productivity.

Background

Founded in 1996, Central Ohio Primary Care Physicians (COPCP) is a large physician-owned medical group located in Columbus, Ohio. With over 225 physicians and over 50 locations throughout central Ohio, the practice provides medical specialties such as family practice, pediatrics, internal medicine, infectious disease, endocrinology, and ancillary services that include radiology, laboratory and cardiovascular testing.

Challenges

Facing demand from doctors, doctor's assistants and nurses for remote access and tablet access from personal devices, COPCP reevaluated its remote access strategy. VPNs remain a part of COPCP's remote access strategy and provide excellent connectivity for sites, trusted devices and applications. It became clear, however,

that VPNs were not ideal for giving physicians a single, familiar environment from which to work anywhere, nor were they ideal for deploying remote access where data leakage is a primary concern. Moreover, VPNs proved to be less than ideal for addressing the cost, compliance and application availability issues associated with personal devices such as iPads, iPhones and Android devices.

A new approach was needed; one that complemented COPCP's existing VPN solution, enabled full application availability, eliminated the potential for data leakage, allowed the use of personal devices and did not require increased support on the part of IT.

Solution and Results

COPCP runs electronic medical records (EMR), patient management (PM) and other healthcare applications from their headquarters data center to physician offices over leased line connections. At clinics and physician offices, doctors, doctor's assistants and nurses have their own PC workstations which they use to securely access patient data, applications and files. It was therefore decided that the safest, simplest and most cost-effective way to enable remote and tablet access was to have COPCP employees remotely control their primary work environment from personal devices.

To enable this strategy, COPCP selected Array Networks' SSL VPN with DesktopDirect. DesktopDirect is a remote desktop access solution that enables users to seamlessly access work PCs from any location as if they were in the office. Unlike VPNs, DesktopDirect enables workers to access physical and virtual office desktops from any remote location while keeping data off the network. Whether users are at their home office, a customer or partner site or on an iPhone, iPad or

Android device, they can work just as if they were sitting in the office without the risk of data leaving the network.

The DesktopDirect appliance was deployed at COPCP headquarters and PCs at physician offices were quickly set up for access using Array Registration Technology (ART). COPCP employees then downloaded the DesktopDirect mobile app to their tablets and smart phones and bookmarked the DesktopDirect Web portal on their home computers to enable anytime, anywhere access.

"We evaluated various solutions and choosing Array's robust secure access solutions was an easy decision. Array DesktopDirect and secure access appliances not only perform to our expectations, they are also very cost-efficient, easy to implement and easy to administer. Having had a great experience working with Array previously with its load balancing solutions, we continue to be very satisfied now with the remote access solutions and the great customer support we have received. We look forward to maintaining our partnership with Array and expanding our use of DesktopDirect."

Steven Schneider
Chief Information Security Officer, COPCP

Running DesktopDirect, COPCP was able to meet all of their objectives for remote and tablet

access and at the same time enable a bring-your-own-device (BYOD) strategy. Because remote devices provide a window to control primary office PCs, users have full application availability – without the need for IT to invest in additional licenses or environments. Because tablets and remote devices are "off-network," security and compliance policies on office PCs are extended and maintained. Data never leaves the network, never mixes with personal data and never exists on remote devices. Moreover, because DesktopDirect runs on any browser and on any Android or iOS device, COPCP's healthcare professionals are free to use whichever platform best suits their needs, without the need for extensive mobile device management.

Benefits

The impact of DesktopDirect has been overwhelmingly positive. Doctors are able to renew prescriptions anytime, anywhere and are able to move seamlessly between exam rooms while using their iPads and other tablet devices. Many doctors begin and end their days working from home; with DesktopDirect they are able to work using the same environment regardless of where they are, and can print documents remotely and have them waiting for them when they arrive in the office.

The IT department was able to retire tablet PCs – previously used to enable mobility – and was able to reduce their dependence on VPNs, thereby reducing their exposure to data leakage. With one solution, COPCP was able to solve their remote and tablet access challenges and reduce cost and complexity while improving security and productivity.

Summary

DesktopDirect is a proven solution for providing simple and secure access to electronic health records and has significantly improved the quality of patient care for COPCP members. The speed of patients' healthcare treatment has been enhanced dramatically, which has been critically important, particularly for those being treated in the emergency room. In addition to solving IT challenges in the areas of remote and mobile access, DesktopDirect has enabled COPCP's healthcare practitioners to do their jobs better, delivering significant ROI for both the organization and its patients.

Physical or
Virtual Office
Desktops

Tablets

AG

Array Networks
DesktopDirect

SSL

Firewall

Smart Phones

Internet

Tablets

Home PC

Laptops

1371 McCarthy Blvd. Milpitas, CA 95035 | Phone: (408) 240-8700 Toll Free: 1-866-MY-ARRAY | www.arraynetworks.com

VERSION: JAN-2017-REV-A