



Radiology Ltd.
Imaging Excellence in Tucson for Over 60 Years

SECURE REMOTE ACCESS

Radiology Ltd. Case Study

The Organization

Radiology Ltd.
www.radltd.com

The Challenge

- Provide their network of referring physicians, employees and vendors with secure remote access to images and other resources.
- Provide greater access to healthcare and other business-critical applications, including PACS, IDX and proprietary Web applications.
- Safeguard confidential healthcare information to comply with strict government and HIPAA regulations.
- Avoid the hassle of IPSec clients.

The SonicWALL Solution

- SonicWALL Aventail E-Class SSL VPN to provide referring physicians, employees and vendors with remote access to their business-critical applications.
- Two SonicWALL Aventail E-Class HA appliances with SonicWALL Aventail OnDemand; users access needed resources through the SonicWALL Aventail WorkPlace portal.

The Results

- Provided doctors, employees and referring physicians with secure remote access.
- Offered more flexible working conditions.
- Gained competitive advantage by making it convenient for referring physicians to view radiology images and reports from any location.

For 70 years, Radiology Ltd. has provided diagnostic imaging services in Tucson, Arizona. While its tradition of excellent service remains consistent, Radiology Ltd.'s business has changed greatly. Today, the company is completely digital and Internet savvy, which has enabled faster and improved services. However, changes in technology have also brought new challenges around access and security. Radiology Ltd. needed a way to leverage the power of the Internet to transmit patient images and provide internal and external users with remote access, while protecting patient privacy and achieving compliance. To do so, Radiology Ltd. implemented a SonicWALL® Aventail® E-Class SSL VPN.

The Challenge: Secure Remote Access to Applications from Managed and Unmanaged Devices

Radiology Ltd. wanted to provide its network of referring physicians, radiologists and employees, and vendors with remote access to healthcare, HR and business applications. The company had an IPSec VPN, which it used to provide select employees and physicians with access to resources. However, working with as many as 350 physicians and vendors meant that installing IPSec clients on each device used for accessing the network wasn't an option. Radiology Ltd. needed a solution that provided secure, clientless access for its diverse user groups from any end point. The solution needed to be flexible, easy-to-deploy, and easy-to-manage. And, importantly, it needed to eliminate direct connections to the company's server, ensure HIPAA compliance, and integrate with LDAP, Citrix, IDX and legacy applications.

The Solution: An SSL VPN with Security and High Availability

Radiology Ltd. decided an SSL VPN was the answer to its access challenges. After evaluating its options, Radiology Ltd. chose to implement a SonicWALL Aventail E-Class SSL VPN. Because of SonicWALL Aventail's history as a SSL VPN market leader and proven SSL technology, the decision was easy for Radiology Ltd. Key elements of the solution included a closed security model, granular access control, and how easily the solution worked with Radiology Ltd.'s existing infrastructure and security policies.

"One of the lessons learned from this deployment is a company should not just look at the largest vendor in a technology space, because solutions from smaller vendors often offer better technology and are better suited for your needs," says Ben Armstrong, Network Administrator for Radiology Ltd.

In 2003, Radiology Ltd. installed two SonicWALL Aventail E-Class SSL VPN HA appliances and elected to use SonicWALL Aventail OnDemand™—a Web-delivered Java agent—which, if needed, is deployed automatically when users log on to the SonicWALL Aventail WorkPlace portal. Radiology Ltd.'s user base has expanded to include key partners and suppliers, as well as a greater number of employees.

Radiology Ltd.

“SonicWALL Aventail E-Class SSL VPN provided the scalability, flexibility and security we needed for all remote access, and it’s a snap for our users—both internal and external—and easy for my IT team to manage and control. It’s all about connectivity from everywhere for everyone. And that’s exactly what the SonicWALL Aventail solution gives us.”

– Ben Armstrong
Network Administrator
Radiology Ltd.

SonicWALL Aventail Benefits

- **Detect:** SonicWALL Aventail End Point Control detects the identity and security state of the end device
- **Protect:** SonicWALL Aventail Unified Policy limits user access to authorized applications only
- **Connect:** SonicWALL Aventail Smart Access and Smart Tunneling ensure easy, secure access to all network resources

When users need access to internal resources, they simply log on to the SonicWALL Aventail WorkPlace portal. Then, depending on the device used for access, authorized resources and the respective security environment, SonicWALL Aventail Smart Access™ works behind the scenes, dynamically determining the most appropriate access method for each use case. Radiologists can now access diagnostic images and reports, e-mail and other applications from home. Other employees have convenient access to the applications they need—whether transcription, billing or HR. In total, users have access to as many as 20 different applications depending on the security policy set by IT. Improved access for remote users has increased employee productivity and provided Radiology Ltd. with a competitive advantage in terms of giving physicians and vendors convenient access to information.

The Result: Regulatory Compliance, Disaster Recovery and Increased Productivity

Regulatory compliance—to Federal mandates such as HIPAA—and disaster recovery are top concerns for healthcare organizations. Armstrong, who is in charge of security for Radiology Ltd., wanted to eliminate direct connections to the network—an issue with the IPSec VPN. SonicWALL Aventail provides granular control and a reverse proxy for added security. While it’s possible to do this with an IPSec solution, it’s much more difficult, requiring administrators to create complex rules. With SonicWALL Aventail, however, administrators can assign user groups to resources on the fly, which makes the solution easy to deploy and manage. So, Radiology Ltd. can easily extend access to more users, make modifications to security policy or offer access to additional—even proprietary—applications.

“It’s become a joke with the IT staff when we ask new users if they have a computer and access to the Internet, which of course everyone does now, and we can say, ‘great, we’re ready to go then.’ Literally, it’s that easy for us to add new users and groups to the SonicWALL Aventail E-Class SSL VPN appliance,” says Armstrong.

Radiology Ltd. is also using the SonicWALL Aventail E-Class SSL VPN as part of its disaster recovery (DR) infrastructure, particularly for branch offices. If the tunnel system for the site-to-site VPN goes down or there is another business disruption, users can simply go to the SonicWALL Aventail portal and access all needed resources. SonicWALL Aventail’s high-availability architecture can handle a spike in user traffic—typical in DR situations.

Future Plans: Expanded Access for Internal and External Users

The SonicWALL Aventail E-Class SSL VPN solution is now the only method of deployment for external partners needing access to Radiology Ltd.’s resources. Expecting to see increased demand in the coming years, Radiology Ltd. is moving forward with plans to further expand access to employees and physicians. And as wireless networking and mobile devices become more prevalent, Radiology Ltd. expects to fold these services into the SonicWALL Aventail solution as well.

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