



ZTEdge™
By Ericom Software

ZTEdge Web and Virtual Meeting Isolation Protect Hospital from Web-Delivered Attacks, Unmanaged Device Risk, and Data Exposure



Industry

Healthcare

Products

ZTEdge Web Isolation, ZTEdge Virtual Meeting Isolation

Challenges

- Secure hospital networks from malware, ransomware, data exposure and credential theft
- Reduce regulatory compliance risk
- Minimize deployment burden on IT and security “productivity tax” on users

Background

The leading rehabilitation facility provides inpatient and outpatient services for children with physical, respiratory and developmental disabilities through a range of multidisciplinary clinics and support programs. As a highly specialized tertiary care center, it treats children from a wide geographic area and maintains ongoing contact with its patients’ families and primary physicians and therapists.

Technology in the Service of Rehabilitation

The center’s medical teams and therapists are experts at leveraging technology to maximize patients’ capabilities, social integration and overall well-being. In addition to all medical records being digital, staff members make extensive use of web-based resources for patient enrichment and care, as well as using collaboration platforms to work remotely with medical teams, families and teachers. Centralized systems enable staff to access patient data from any device or location.

“Our professionals coordinate closely at every step with patients’ primary physicians and therapists, so sharing patient data with third parties is essential,” explained the medical center’s Director General. “Our physiotherapists, occupational therapists, speech therapists, psychologists, social workers, nurses and doctors use the web constantly, for research, to access resources for patients, and to update patients’ families, teachers and local medical teams.”

Solution

- Isolate user devices and medical center networks from web-delivered threats that evade detection-based solutions, like phishing and zero-day threats, with Ericom ZTEdge Web Isolation
- Prevent data loss via web apps, SaaS platforms and E2EE messaging with built-in ZTEdge data loss prevention (DLP)
- Secure data and devices when users collaborate on platforms like Zoom, Microsoft Teams and Google Meet with Virtual Meeting Isolation
- Clientless, centrally managed solution is transparent to users, simple for IT

Benefits

- Secures hospital endpoints, networks, and data from browser-borne malware, ransomware and other threats
- Empowers physicians, therapists and administrative staff to securely browse, leverage web resources, and download external files seamlessly and safely, without hampering productivity
- Protects users from phishing and credential theft, instead of relying on user awareness
- Enforces role-based last-mile controls on data uploads, printing, copy/paste
- Minimizes IT overhead related to secure browsing via clientless installation, quick integration with existing solutions, and centralized, policy-based management

The medical center's IT team recently deployed an advanced system that integrates cluster and data duplication, disaster recovery, application firewalls, NAC protection, endpoint protection and malware detection, WAF, and email traffic protection and sanitization.

Security first

Web-based solutions contribute immeasurably to patient care, but also place the hospital at risk of cyberattack – risk that the Director of IT is very aware of and adamant about guarding against: “We have zero tolerance for malicious attacks that can cripple hospital systems, threaten patient well-being, and expose private information. It's crucial for us to have all relevant protective layers against cyberattacks and other disasters, well beyond those required for our ISO certification.”

Wary of the unending cat-and-mouse games between hackers and “patchers,” which too often allows room for zero-day threats and malware to sneak in under the radar, the IT department initially blocklisted large swathes of the web, and set up isolated workstations which could be used to access web-based content received from remote colleagues.

The convenience conundrum

The doctors, nurses and therapists who work at the rehab facility literally wear running shoes to ensure that they can deliver the best care for their young patients. With a patient population of children who are seriously ill or disabled, these professionals have no time – and less patience – to struggle with security solutions that impinge on their productivity.

“We needed a solution that works seamlessly for every member of our staff, on every device and every operating system they might use, from wherever they are, with absolutely no hassle,” explained the Director of IT. “Requiring users to use special dedicated devices to access potentially risky content was simply too much of a hassle and stole precious time from their workdays.”

In short, the hospital needed a secure browsing solution that would protect against data loss and browser-borne threats, while providing a completely natural, high-quality Internet browsing experience – even for virtual meetings.

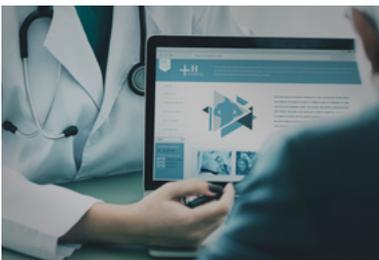
The Impact

“ZTEdge Web Isolation is crucial for our work,” said the Director General of the rehab hospital. “The ability to access any site from any computer and download any file without putting our network at risk increases staff productivity and allows us to provide the best care for our patients.”

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“With ZTEdge in place, we are much more confident about allowing users to access the black pit that the web is today since we know that every bit of code is executed in the cloud, without risk to our endpoints and networks.”

Director General of the rehab hospital



Conclusion

This premier rehabilitation hospital depends on the most advanced medical technology to maximize the potential and well-being of the kids in their care. With ZTEdge, Ericom is proud to provide equally cutting-edge technology to enable the hospital's dedicated staff to securely and easily leverage the digital resources and tools they need to do the best for their patients.