CIGLOO and Assuta: Designing the Future of Security for Healthcare Facilities

Dror Admon, VP CIO of Assuta Medical Centers:

"Whilst Assuta is committed to raise Israeli healthcare standards, Assuta's IT team is just as dedicated to raise the hospitals' IT systems standards. Consequently, we are constantly seeking out for cutting edge IT solutions. This is why we have decided to choose the CIGLOO solution".

Assuta Medical Center, Israel's Leading Private Healthcare Provider

In 2016, healthcare facilities were part of the most targeted cyber-crime attack sectors. Hospitals around the globe struggled to implement security measures to protect medical information while maintaining a user-friendly environment. CIGLOO Secure Browsing solution assisted Assuta Medical Center to securely isolate all hospital user's Internet browsing while improving user experience for the hospital employees. Assuta Hospital is the largest private health care provider in Israel, performing 15 percent of all surgeries and more than 1 million Ambulatory procedures each year, out of which 750,000 MRI & CT examinations. Set to open a new public facility in Ashdod in 2017, they are poised to become a major provider of healthcare services in Israel's southern region as well.

Assuta's IT Infrastructure

Assuta's IT infrastructure consists of 2500 work stations and 600 servers handling one petabyte of information across a diverse environment. Using Citrix as their remote desktop server, meeting security and ISO standards are their most critical concerns. With Palo Alto firewalls, NetScaler for safe file sharing and a mix of end point tools to complete their Security Operations Center, Assuta aims to stay at the forefront of securing patient data.

Still Vulnerable to Browser-born Malware Attacks

Despite the ever-growing mix of security tools and proxy servers, Assuta IT management realized that they are still vulnerable to attacks. According to Assuta CTO Sharon Harris, though having active solutions for email security, devices and their perimeter "Each time an employee accesses the internet, it opens up the entire network to malware and ransomware attack".

> "CIGLOO is not just an out-of-the-box solution, it is so much more."
>
> **- Sharon Harris CTO
> Assuta Medical Center**

Assuta's solution requirements

Realizing that patient data was at stake, Assuta IT management sought out for a secure browsing solution that could:

- Grant complete browser isolation
- Cause the least amount of disruption to end users, without slowing down the user experience in any way or affect performance in any negative manner.
- Integrate seamlessly with their Citrix environment.
- Integrate fully with Websense as the customer URL Filtering solution.
- Integrate fully with Palo Alto as their UTM Gateway.
- Provide an easy-to-use user interface and a smart rule engine.
- Use anonymous user for browsing and still manage full URL filtering for internal users.
- Is approved as Citrix Ready.

Assuta IT team began looking for a remote browsing solution to meet their requirements. Classic browser isolation tools created friction for end users and were typically unable to provide the complete functionality spectrum that health care facilities must obtain to protect their patient data. Having studied their options, it became clear that CIGLOO was the best way to go. A full scale solution that is fully integrated with the Citrix remote desktop server infrastructure.

Implementing CIGLOO Across Assuta's Infrastructure

Our team began designing a tailored solution to answer Assuta's requirements in full. After the initial set up phase, Assuta IT users were granted safer remote browsing sessions and a unified, fast experience.

According to Harris, there are three elements that make CIGLOO the most effective browsing isolation solution:

- Continued investment in the products' roadmap to address evolving needs while continuously providing the best user experience with security capabilities.
- Top notch service: The CIGLOO team worked alongside Assuta IT team with 24/7 SLA that is a critical part of the solution. Service is fast, discreet and personal, all of which are key factors in healthcare.
- Impressive provider flexibility: According to Harris, CIGLOO team developed 10-12 customized requests for Assuta, to meet unique challenges faced by healthcare facilities. In Harris' words **"It's not just an out of the box solution, it is so much more."**

The Results

Assuta's internal core network is now completely isolated from any web or mail link that may contain Viruses, malware, ransomware and any other web threat. The Malicious activity occures on a remote browser and desktop with no connection to the internal network. Seeing a significate drop in the internal AVs alerts and infections. Employees have access to all necessary external resources while their network and sensitive healthcare data remains fully isolated from harm. Several services that were blocked by traditional browsing solutions, are now available to all users, which lead to higher users' satisfaction.

"Using Citrix and CIGLOO Secure Browsing joint solutions keeps us fully isolated and secure while improving our users' browsing experience"

CIGLOO Secure Browsing website
www.cigloo.io
CIGLOO for Citrix brochure
http://cigloo.io/secure-remote-browsing-citrix
CIGLOO Citrix ready partner
https://citrixready.citrix.com/cigloo/cigloo-browser-isolation-management-platform.html