Challenge

• Quickly and Easily Roll Out New Services
• Deliver High Performance
• Maintain Strong Security

WEB APPLICATION REVERSE PROXY HELPS DOCTORS, NURSES AND HEALTHCARE PROFESSIONALS GET THE INFORMATION THEY NEED TO DELIVER OPTIMAL PATIENT CARE

Everyone is doing more and more online – healthcare is no exception. Patients are searching the Web for health-related information, emailing their doctors to get answers to their questions and logging onto healthcare portals to get lab and test result and refill prescriptions. Doctors, too, are increasingly reliant on the Web – immediate access to pertinent patient and health-related information can improve diagnosis, decision-making and overall patient care. Of course, all of this access needs to be secure – anything less is unacceptable.

One large healthcare organization is working to roll out a service that would enable them to accept X-rays and other health-related information from remote, potentially mobile devices. This capability allows them to improve treatment preparedness (for example, giving doctors the detailed information they need on patients coming into their facilities, via an ambulance, so they can treat them as soon as they arrive) and enable doctors in a triage situation out in the field to consult and gain expertise and second opinions from colleagues in other locations, as well as provide diagnosis for patients in remote locales without local medical professionals.

While the service is simple in concept, it is tricky in reality to implement – it requires the institution permit a wide variety of users, including partner organizations, to upload files to their servers, which opens them up to risks. How does the organization determine whether that file is safe? How do they ensure the files being uploaded are not malware? How do they analyze the files without impacting the overall performance of the system? These are the types of questions the organization faced that led them to look for a solution that could help them quickly and easily roll out their new service, while meeting performance and security requirements.

Key Requirements – Performance and Security

The healthcare organization wanted to be able to quickly and securely roll out new and improved Web services to improve access, availability and quality of care. They determined a proxy solution was the simplest and best way to protect their application servers from direct access; the proxy acts as an intermediary between the Web applications and the users who are attempting to access them to reduce risks. But not all proxy solutions are created equal; they needed a solution that could provide:

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HEALTHCARE ORGANIZATION ROLLS OUT SECURE, HIGH PERFORMANCE SERVICE TO SUPPORT REMOTE PATIENT DIAGNOSIS
Enhanced connectivity – high availability and content acceleration to deliver a high performance experience. The solution needed to be able to support the load of the large organization, which could receive as many as 50 million web requests in an hour (or 20 billion in a month).

Security – the ability to protect the connectivity between the healthcare professionals, technicians and support staff, who would be uploading X-rays and other health-related documents, and the organization's application servers. The solution needed to support SSL inspection and termination to ensure analysis of all traffic, without impacting performance.

Simplify ongoing operations – reducing infrastructure and architectural complexity.

The Blue Coat Choice

The healthcare organization turned to Blue Coat, a proven, long-time leading provider of proxy solutions, to deliver the performance and security they needed to the roll out the new mobile x-ray uploads. After a technical evaluation, the financial institution chose Blue Coat ProxySG because of its ability to deliver:

- Improved Web Performance and Application Availability – performance was approximately 50% better; capable of scaling to handle the variable load of a large healthcare organization.
- Strong Security – the widest set of security features on the market, including:
  - Proxy forwarding functionality.
  - The widest choice of AV support for anti-malware scanning.
  - Broad authentication support to ensure the solution easily integrates with most vendors and authentication methods; Blue Coat also offers the unique ability to authenticate a user across multiple domains (databases) at the same time to enhance the overall performance of the solution.
- SSL hardware built into the appliance for fast processing to SSL termination and re-encryption.
- A hardened and secure operating system.
- Extensive policy-based inspection and application access control; ability to create a flexible, granular policy (with the option to write custom rules) to meet the specific needs of the organization.
- Content and URL integrity inspection.
- Full transactional logging.

- Lower cost of operations – flexible architecture capable of easily integrating into the organization’s complex environment; ability to be provisioned in parallel with DMZ server farms to increase overall management simplicity; offloads the servers handling the Web requests for more efficient use of resources.

The Blue Coat Difference

Blue Coat Web Application Reverse Proxy combines robust security, high performance content deliver and operational simplicity, to enable healthcare organizations to easily secure and accelerate their Web applications. With ProxySG, the organization has been able to:

- Enhanced services – ability to leverage the web to roll out enhanced and new services that ensure the organization can serve patients’ needs, whenever and wherever they are.
- Improve patient care – by improving the performance of Web applications, doctors, nurses and healthcare professionals have the access to the information they need to make better, timely decisions.
- Support regulatory compliance – help meet HIPPA guidelines around securing electronic health records and sensitive personal information.