Winchester District Memorial Hospital Chooses WAI for Secure, Clientless Remote Access

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CUSTOMER PROFILE

Winchester District Memorial Hospital is a not-for-profit teaching hospital in rural Ontario, Canada. It is a hub site for cancer care, dialysis, and cataract surgery and specialty clinics.

INDUSTRY

Healthcare

CHALLENGES

— Securing and simplifying remote access

— Replacing vulnerable VPNs

— Restricting user access and activity in keeping with Zero Trust least privilege principles

Background

Winchester District Memorial Hospital (WDMH) is a not-for-profit teaching hospital that has served residents of rural Ontario, Canada, since 1948. The hospital is a hub site for cancer care, dialysis, and cataract surgery and offers specialty clinics with visiting specialists from Ottawa hospitals.

Strengthening Access Controls

In recent years, many healthcare organizations have tightened controls on access to data and systems to improve their security posture, as well as to comply with government regulations like HIPPA and PHIPA. The increasing frequency and sophistication of cyberattacks, which have shut down medical centers worldwide, put patients at risk and cost millions, have further encouraged healthcare organizations to adopt more secure methods of remote access.

The Challenge: Eliminating Overprivileged Access

Even before the recent sharp increase in remote and hybrid work, the WDMH IT team began exploring ways to replace the VPNs they had been using with a more modern and secure way for remote workers to connect to corporate apps and data. VPNs are notoriously vulnerable to brute force attacks and penetration via stolen credentials.

SOLUTION

— Web Application Isolation (WAI) enables WMDH to simplify remote access to data and networks, while reducing vulnerability to data exposure and cyberattacks

RESULTS

— Clientless solution protects data and apps from risk of unmanaged BYOD access

— Simple user-friendly browser-based access for users

— Policy-based controls restrict each user to only the data they need

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> **Ericom clientless Web Application Isolation meets our current needs and also introduces a platform that will allow us to easily add advanced security capabilities in the future."**
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> **Nazer Aboobeker,**
> Team Lead for Information and Telecommunications, Winchester Memorial District Hospital

Of equal concern to the WDMH team, once a user connects via VPN, they have broader than necessary access to the network, with the ability to move laterally. To comply with Zero Trust principles of least privilege access and protect the hospital IT environment from remote connection devices, they were seeking a solution that would microsegment the network and enforce granular policy-based access controls for data and apps.

Turning to a Trusted Security Partner

For almost a decade, Winchester District Memorial Hospital had depended on Ericom for remote access to line-of-business apps and in-office desktops, after switching from the Citrix solution they had previously used. In addition to finding it to be an easier to manage and more cost-effective solution, WMDH IT staff particularly valued the hands-on support provided by the Ericom team.

Based on their positive experience with Ericom, when Nazer Aboobeker, WDMH's Team Lead for Information and Telecommunications, was seeking a more modern solution for remote access to hospital networks, he turned to Ericom first.

"We quickly determined that Ericom's Web Application Isolation (WAI) solution, which is part of its Security Service Edge (SSE) platform, could provide the essential controls that WDMH needed to eliminate lateral movement, and enable us to replace vulnerable VPNs with a more robust remote access solution," said Mr. Aboobeker. "Moreover, from our experience with Ericom, we knew that they reliably deliver outstanding high-performance solutions that are easy to use, simple to manage and affordable for a not-for-profit organization like ours."

The Solution

In Ericom's WAI solution, Winchester District Memorial Hospital found the Zero Trust capabilities it needed to provide simple, secure user access to data and networks, while reducing vulnerability to data exposure, as well as hacking and brute force attacks.

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Zero Trust Network Access (ZTNA) with Data Privacy Controls

In the wake of numerous reports of VPN breaches and to comply with modern Zero Trust principles of least privilege access, WDMH chose to adopt Ericom's clientless WAI solution, a capability of the cloud-based Ericom SSE platform.

Clientless Ericom WAI secures remote access to web and SaaS apps as well as private applications from any device — even unmanaged BYODs — with no need to install endpoint agents or clients. This simple solution allows hospital staff to securely access essential data from their own personal devices from wherever they are located.

Policy-based least privilege access controls microsegment user access on individual and user-group levels, restricting each user to only the data that they need. Acceptable use policies can control in-app activity, such as printing, data upload/download and more. Data loss prevention (DLP) controls ensure the integrity of PII, per privacy regulations. Optional identity and access management (IAM) capabilities are built into to the Ericom SSE platform, further simplifying solution management.

"We already had a good relationship with the Ericom team and we knew that we could work with them," said Mr. Aboobeker. "The migration was quick and the Ericom team worked with us to smooth out the small issues that arose as we started moving people to the new solution."

The Result: Safer, Simpler Access to the Resources WDMH Users Need

As a clientless, cloud-based solution, integration of Ericom WAI was simple, quick and hassle-free. Users were delighted with the easy browser-based access and Nazer Aboobeker was relieved that the issue of lateral movement had been resolved and that VPN use would be sharply reduced.

"As longstanding, satisfied Ericom customers, we naturally chose to explore how the company's secure access solutions could help protect our organization," said Mr. Aboobeker. "Ericom clientless WAI meets our current needs and also introduces a platform that will allow us to easily add advanced security capabilities in the future."

Conclusion

In Ericom WAI, Winchester District Memorial Hospital found a simple, easy-to-manage solution that rolls remote access and security into one affordable, user-friendly product. The transition was simple and the Ericom team was always available to help.

Learn more at **ericom.com/contact-us**

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Nazer Aboobeker, Team Lead for Information and Telecommunications, Winchester Memorial District Hospital

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