

## AZ Sint-Jan

### Large public hospital chooses Netop for securing external vendor access and data protection

With 800 years of experience, three campuses and over 1200 beds, AZ Sint-Jan is one of the largest public hospitals in West Flanders. The IT Department consists of 45 people. Bram Vermeulen, Team Coach, told us about the challenges they were facing and why AZ Sint-Jan recently chose Netop to be their Remote Control solution.

#### The Challenge

AZ Sint-Jan has many external vendors that need to access its servers. Over time, many ways of connection have been established and many different remote control tools have been used by these organizations to carry out maintenance and support. AZ Sint-Jan urgently needed to consolidate to one type of connection method and one remote control tool. Consolidating to a single tool makes AZ Sint-Jan more secure, streamlines support and reduces problem resolution time. In a 24/7 environment such as a hospital, nothing could be more important than keeping critical systems up and running at all times.

#### The Trigger

The security of data has never been as crucial as now. With the increase of cybercrime and with new EU Data Protection laws, AZ Sint-Jan needs to know who is logging into which of their servers, at what moment and what is going on during these sessions.

#### The Solution

By offering external vendors the application through the Citrix XEN App and granting vendors access with multi-factor authentication, via a NetScaler portal, AZ-Sint Jan can now consolidate to the use of one secure method, Netop Remote Control. External vendors are happy not to have to install any software on their side and can carry out their work even when they are not in the office.



*“In choosing Netop we have been able to fulfill AZ Sint-Jan requirements to simplify our connection methods and consolidate to the use of one secure remote control tool for all external vendor access. We now have full control over who is accessing our servers, specify what they can do, log and record their sessions! All this without exposing our servers to the internet!”*



#### ABOUT AZ SINT-JAN

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Thanks to Netop, AZ Sint-Jan now has logs of all Netop remote sessions on their servers and can even do recordings when necessary – for example, if they suspect that their servers are being misused. These sessions can be monitored and recordings can be used in case of a security breach or as proof of best practice during an audit.

Inside AZ Sint-Jan's organization, system administrators can also connect directly to servers using Netop if they have the correct credentials and user permissions. These sessions can also be logged in accordance with data protection compliance.

AZ Sint-Jan authenticates users access and configures user rights with Netop's Security Server. Granular rights management limits user access to specific types of remote control activities. For example, users can be granted or denied permission to conduct file transfers or limited to viewing remote monitors.

### **Why did AZ Sint-Jan choose Netop?**

Bram Vermeulen, Team Coach at AZ Sint-Jan, told us that Netop had been used in the past by doctors needing to remote control their computers at the hospital from their homes. The team at AZ Sint-Jan knew that Netop had 30 years of experience in developing secure remote control solutions and were eager to see if it would also meet all of their requirements this time.

"Netop is an enterprise solution which can bridge our subnets, provide connectivity to our non-internet facing servers and be locked down to only give access to those who are authorized," Vermeulen said, "letting them only work on the devices for which they have permission and use the appropriate remote control functionality. With Netop Remote Control, AZ Sint-Jan has insight into who is doing what on our servers and when. With Netop we have been able to consolidate to one method of connection for external vendors and one remote control tool."

"Netop provided excellent support during the installation of a proof of concept environment. My team could then test the system to the full and having made the decision to purchase the solution Netop's Professional Services team helped us to implement the solution speedily, using best practice to optimize performance and configure the highest level of security," Vermeulen said.

"The costs of the solution were in line with our budget. The solution will not only make our operations more secure but also save us time in granting access and managing multiple methods of remote control. The maintenance cost is also very reasonable."



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