

The Organization

Potomac Hospital
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The Challenge

Deploy security solutions that gives medical professionals safe and secure access to the resources and information they need to do their jobs while protecting patient and hospital information.

The SonicWALL Solution

Potomac Hospital deployed two PRO Series 5060 firewalls, a PRO Series 2040 appliance, 37 SonicPoints, a SSL-VPN 2000, and four CDP 4440i devices, which provide a comprehensive security system for the hospital.

The Results

- The hospital's network infrastructure is protected at the gateway from inbound and outbound threats.
- Doctors can work from home or remote offices, while service providers and partners can remotely access policy-defined files and applications.
- Patient information is secure, and CDP devices help hospital meet regulatory requirements and comply with issues such as privacy, documentation and audit trails.

Founded in 1972, Potomac Hospital is a not-for-profit community hospital serving residents of eastern Prince William, southern Fairfax and north Stafford Counties in Virginia. The hospital has grown to have 183 beds, more than 1,000 employees and 250 medical professionals. In order to support its mission of effectively identifying healthcare needs and enhancing the health of its community members, the hospital offers a variety of healthcare specialties, and state-of-the-art technology. The technology is in the form of systems and tools used in patient care, and in the software, computers and network infrastructure that provides on and off-site medical professionals and staffers with simple, secure access to the resources and information they need to do their jobs.

Potomac does not have the staff levels to manage large, complex networks or technology that does not perform as advertised. After a year of unresolved frustration with its current firewall, the hospital's IT staff decided to evaluate other solutions, including SonicWALL. In one instance, a vendor sent a team of engineers to work for days trying to install its firewall at Potomac, without success. Jeff Greenspan from Database LAN and Solutions, a SonicWALL partner, put a SonicWALL® PRO Series 5060 on the hospital's storage rack, turned it on in one of the testing centers, and within an hour and a half, had it running.

Tony Davis, manager of network systems for Potomac, was impressed, "I kept asking Jeff, 'what's the rest of the deal?' Others brought in three or four engineers, people were in and out trying to show me everything. Jeff came in by himself, literally plugged in the SonicWALL network security appliance and turned it on. The interface is so clean and simple, accessible and works as advertised, unlike many of the other systems we tried."

After testing, Davis put the SonicWALL PRO 5060 on full production across the hospital's network. Installation took only 30 minutes, and the network was down for only of three minutes. The PRO 5060 is SonicWALL's flagship network security appliance that combines multiple network and security functions into a single integrated appliance. The hospital uses two PRO 5060 appliances for two active wide area networks; one for outbound browsing and less critical functions, the other for virtual private networks (VPNs) and business functions such as e-mail. Potomac has also connected a PRO Series 2040 to serve as a backup Internet link.

The PRO 5060 network security appliances are also used as secure wireless switches and controllers for 37 SonicWALL SonicPoints. Because the wireless access points (WAPs) are integrated into the SonicWALL firewalls, Potomac's IT staff has to only make sure they are working. Davis estimates that the SonicWALL firewall and WAPs take roughly 25 percent of the time it took to maintain previous solutions, which he worked on daily.

Potomac Hospital

"The combination of SonicWALL network security, secure distributed wireless, secure remote access and backup and recovery solutions, provides our hospital a comprehensive security system that ensures the integrity of our network and the security of our patients' information, while allowing our medical professionals to provide quality patient care from wherever they are working."

—Tony Davis
Manager of Network Systems
Potomac Hospital

SonicWALL Benefits

■ Unified Threat Management.

SonicWALL's PRO Series firewalls combine multiple security features into a single platform, protecting against attacks, viruses, Trojans, spyware and other malicious threats.

■ Personalized Portals.

SonicWALL's SSL-VPN solution provides hospital staff, medical professionals and partners with a Web-based personalized portal that displays only resources allowed by hospital policy.

■ Local continuous real-time data backup

SonicWALL's CDP appliances deliver complete, disk-based backup and recovery solutions that replicate data in real-time for servers, laptops and PCs, enabling information to be recovered from any previous point in time.

"When I talk so enthusiastically about the wireless access solution, it is because it has saved my job so many times, while allowing our medical professionals to be truly mobile," commented Davis. "In addition, we used to have challenges with our anti-virus solution every six months. Since installing the SonicWALL solutions, we have not had one outbreak. And when there is a major virus outbreak, my IT friends are still at work while I am able to go home."

Davis logs into the SonicWALL appliance once or twice a week for information that the hospital's previous solution could not provide, and while he was never able to get the VPN client to work on his old solution, SonicWALL's integrated VPN worked right away. The VPN is used by remote doctors and services providers, including an Australian vendor that uses the VPN to read x-rays. The hospital has more than 250 people working remotely, including 60 individuals on the VPN at any one time. Potomac deployed a SonicWALL SSL-VPN 2000 secure remote access appliance for medical coders and IT staffers.

To protect the hospital's and patients' data, Potomac installed four SonicWALL Continuous Data Protection (CDP) 4440i backup and recovery solutions, which provide automatic, real-time data backup for servers, laptops and personal computers. Potomac installed three CDP appliances at a remote building roughly 500 yards from the main facility, and an additional device at the main building to backup information from the remote building. The CDP 4440i appliances help the hospital meet regulatory requirements and comply with issues such as privacy, documentation and audit trails.

"In a hospital, there is often very little tolerance for new technology, and we cannot afford to be down for extended periods of time," added Davis. "In the event that we have an incident, such as a recent Exchange server problem, the SonicWALL CDP appliances allow us to get right back up and running in a few moments, protecting us from potential disasters. The combination of SonicWALL network security, secure distributed wireless, secure remote access and backup and recovery solutions, provides our hospital a comprehensive security system that ensures the integrity of our network and the security of our patients' information, while allowing our medical professionals to provide quality patient care from wherever they are working."



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