## Challenge:
> Secure the external access to hospital applications
> Control the actions of external service providers

## Solutions:
> IPdiva Safe
> IPdiva Secure

## Benefits:
> Monitoring the interventions of service providers with privileged accounts
> Control of actions and real-time response in case of detected problems
> Archiving sessions to create a knowledge base for the teams
> Integrated approach of security

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*IPdiva Safe is essential, I can't do without it anymore. When a sensitive intervention is performed, I visualize the session on one of my screens and check it from the corner of my eye. The service providers are informed that their sessions are recorded, and they accept it particularly well because it is also a security for them.*

**Stéphane Wicker**
IT Director

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## The challenge

The "Centre Hospitalier de Jury" is a public mental health institution, member of the Hospital Group of Lorraine Nord department, in France, with 318 beds and 700 employees, located on 20 different sites.

The challenge for the IT Department was to optimize the user experience in terms of access to IT resources while meeting the requirements in terms of secure mobility. The hospital had implemented an application virtualization solution to allow a flexible access to applications for all employees. The goal was to replace its aging Citrix farms. "After various tests, we chose AppliDis Fusion, which helped us to improve our efficiency," explains Stéphane Wicker, CIO of CH de Jury. "Systancia is a provider really close to our teams, who meets our expectations and is very responsive. When we wanted to implement a single sign-on solution to simplify our users' lives, we chose their solution: Avencis SSOX".

The CH de Jury also wanted to go further by allowing an external access to the IS. The CIO therefore searched for a solution to enhance the security of external access, particularly for privileged accounts. "Once again, we chose to implement Systancia's solutions: IPdiva Secure and IPdiva Safe".

## The solution

"First, we installed IPdiva Secure - coupled with AppliDis - to provide on-call physicians with access to the applications they had rights to. It saved us from opening a tunnel, passing two firewalls and thus improved our control." With a single access that does not require opening a port for the Information System, IPdiva Secure provides physicians with selective and controlled access to the resources they had rights to, in a very simple way.

The CH de Jury wanted to be able to control the actions of external service providers. The CIO therefore implemented the IPdiva Safe solution to monitor the actions of privileged users on the IS.

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## IPdiva Safe - Twofold interest

IPdiva Safe records the sessions of external service providers. A Live streaming feature provides a real-time view of actions performed and allows an immediate reaction if any issue is detected, by deciding to suspend or even stop the session. "The interest of IPdiva Safe is twofold. On the one hand, monitoring the privileged sessions in progress: I can check that the action is in accordance with my request, see which component the service provider is working on, make sure that he or she does not approach sensitive issues. On the other hand, recording and archiving sessions, regardless if the service provider operates remotely or on site," says Stéphane Wicker.

## A real Control Center

Stéphane Wicker explains, "IPdiva Safe is essential, I can't do without it anymore. When a sensitive intervention is performed, I visualize the session on one of my screens and check it from the corner of my eye. The service providers are informed that their sessions are recorded, and they accept it particularly well because it is also a security for them: if a problem occurs after their visit, the archive will remove any doubt about a potential connection with them." IPdiva Safe also allows you to receive alerts as soon as a service provider takes an action identified as a threat and to set up protective actions in order to automatically stop the action in progress.

## Archives are valuable

The Archives feature of IPdiva Safe includes an intelligent search engine that allows you to launch searches based on text or on actions and events among several tens of terabytes of data and obtain results in real time. "Not only we record the sessions of our external service providers, but also our sessions, in the IT department. It helps us, when it comes to repeat certain maintenance activities, spaced far enough in time so that we forget the process from one operation to another," says Stéphane Wicker. It is thus a real knowledge base that the Centre Hospitalier de Jury is building.

### About IPdiva Safe

IPdiva Safe, is a privileged access management (PAM) solution that enables the video recording of privileged-user sessions, offering advanced real-time analysis capabilities for detecting abnormal or suspicious behaviour, as well as cyberthreats, as of the very first intrusion attempt. IPdiva Safe's intelligent engine also enables the automating of protective actions that stop malicious users.

### About Systancia

Systancia is a recognized European software vendor in virtualization, security, and digital confidence, offering the next generation of application delivery infrastructure, focused on users and security: SBC and VDI, external access security, Privileged Access Management (PAM), SSO and Identity and Access Management (IAM).

Leveraging innovation as a growth engine, Systancia relies on the technological value of its products and the proximity between its teams and its customers to meet the needs of users, enabling it to achieve 98% customer satisfaction.

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