



Secure access for the entire ecosystem

Challenge:

- > Comply with the regulatory constraints applicable to healthcare institutions
- > Provide secure and nominative remote access to enable telemedicine
- > Trace the actions of service providers

Solution:

- > Systancia Gate
- > Systancia Cleanroom

Benefits:

- > Secure access, adapted to each profile regardless of the access context
- > Compliance with various regulations and recommendations (GDPR, ANSSI (the French National Cybersecurity Agency, ...))
- > A telemedicine solution that is quick to deploy for the IT department and easy to use for employees
- > Total control of actions performed on the IS thanks to the ability to trace, record and block external user sessions



Managing secure access to our IS for our entire ecosystem is a real challenge. Systancia Gate and Systancia Cleanroom allow us to implement these accesses very quickly and manage them very simply, particularly in the context of telemedicine. They also allow to comply with regulatory obligations by securing and tracking all accesses.

Ahmed Kacer
CISO



The challenge

The Tourcoing hospital center, with 6 clinical activity centers, employs 2,500 agents and is part of the GHT Lille Métropole Flandres Intérieure whose population base is 1.4 million inhabitants. Its geographical location, close to Belgium, encourages cross-border cooperation with the Mouscron hospital center located 5 kilometers away.

The Information System is particularly critical within hospitals because applications must be available, secure and easy to use. Subject to a certain number of regulations applicable to healthcare institutions (GDPR, PA-022 of the ANSSI, HOP'EN), the Information System Department (ISD) of Tourcoing hospital center had to comply with authentication regulations by implementing nominative accounts for access to applications, a strong authentication solution and traceability of all accesses, particularly for service providers.

Furthermore, to compensate for the lack of hospital radiologists, the hospital management wanted to develop the telemedicine offer for radiology, which involved the implementation of secure and traceable remote access for city radiologists working with the hospital center.

The solution

The old solution used to manage remote access was complex to implement and time-consuming since it required 2 days of intervention. The IT Department therefore chose to implement Systancia Gate, a ZTNA (Zero Trust Network Access) solution, for its ability to securely manage access for the entire hospital center ecosystem with rapid and easy deployment. Systancia Gate effectively allows to precisely define the applications and resources to which the user has access rights, whatever the access conditions.

The IT department has also decided to deploy Systancia Gate to meet the challenges of telemedicine, whose offer has now been extended to several services.

In order to meet the challenges of service provider access compliance, Tourcoing hospital center decided to deploy Systancia Cleanroom, a PAM (Privileged Access Management) solution, which allows service providers' actions to be recorded and reviewed in the event of a suspected compromising act for the information system. Systancia Cleanroom is also used to manage access to the information system for researchers, collaborators external to the hospital center, who must be granted the right to access the information system while ensuring that there is no data leakage.

Secure access for the entire ecosystem

Deploying the Systancia Gate solution within the hospital center allows to provide secure remote access to the information system very quickly and easily, adapted to each profile (administrative staff, nursing staff, city doctor, supplier, service provider), whatever the access context (controlled access devices or not). In addition, this solution allows to meet multiple regulatory obligations, such as the GDPR, requiring to create nominative accounts and to trace accesses.

Ahmed Kacer, CISO of Tourcoing hospital center, emphasizes that the main advantage of Systancia Gate is the capacity to provide staff with secure access in the event of a forced event: "As soon as an agent cannot physically go to the office, due to bad weather, strikes, etc., we send him the link to the portal that allows him to access his usual working environment in complete security."

Furthermore, with the implementation of Systancia Cleanroom, IT administrators now have a sterile, disposable administration workstation and all their actions are tracked and recorded, allowing the IT department to react in real time in the event of suspicious behavior and thus comply with the recommendations relating to the secure administration of information systems (document PA-022 from the ANSSI).

Secure access for researchers

While the Systancia Cleanroom solution was initially deployed to secure access for IT administrators, it is now also used to manage access to the IS for researchers and thus prevent any data leaks. To guarantee the security of the IS, the IT Department prohibits any connection of an uncontrolled workstation to the IS. It therefore provides researchers, collaborators external to the hospital, with sterile, disposable desktops that give them access to the applications and resources they need, while monitoring their actions and avoiding any risk of data export: no device connection allowed, automatic blocking of unauthorized actions (e.g. copy/paste).

For Ahmed Kacer, these functionalities greatly facilitate the work of the IT department in terms of external access to the information system: "Systancia Cleanroom has become essential for everything relating to the management of secure access for third parties."

Deployment of telemedicine

The solution initially chosen to implement telemedicine turned out to be not only expensive, but also time-consuming for the IT department, which therefore wanted to gain autonomy with a solution that was managed in-house at a lower cost. In addition to meeting regulatory challenges, particularly in terms of connection traceability, the telemedicine solution had to be simple to use for employees, and quickly deployable by the IT department.

Systancia Gate, already in place within the hospital center, was chosen for the telemedicine use because it was not only legally compatible with nominative accesses that keep track of connections, but also because it was quick and easy to deploy. Initially used by a dozen radiologists, the solution is now used by about a hundred radiologists in the region and has also been extended to pharmacists, to allow them during on-call duty, to manage stocks without having to move (authorize the release of drugs, check the status of stocks, ...). The Tourcoing hospital center plans to deploy telemedicine on a larger scale, especially for surgeons who have shown great interest in using this solution.

About Systancia

At Systancia, we value ingenuity to innovate. We blend application virtualization, cybersecurity and artificial intelligence to create unique, award-winning and certified solutions. Behind every workplace, there is a person who deserves to be empowered and trusted. This is our belief and our goal. This is why hundreds of public and private organizations choose Systancia, to unlock the potential of everyone, in full trust. With all our R&D in France, we sell our application virtualization (VDI), private access (ZTNA), privileged access management (PAM) and identity and access management (IAM) solutions across the globe, with our valued partners.