



## Hosting and outsourcing sensitive data from health organizations



### Challenge:

> Obtain ISO 27001 and HDS (Health Data Hosting) certifications to host and manage sensitive data from healthcare organizations

### Solutions:

> Systancia Cleanroom

### Benefits:

- > Eligibility to host health data
- > Native and transparent SSO
- > Separate/split sessions (essential in an outsourcing context)



*Systancia Cleanroom is not only a key element in our process of obtaining ISO 27001 and HDS certifications, it also allows us to monitor all administrative actions and thus ensures that there are no data leaks, which can be extremely damaging in the health sector where data is sensitive by its very nature.*

**Christophe Le Lostec**  
CIO



## The challenge

A2COM is an IT service provider operating mainly in the hosting and outsourcing of sensitive data. With more than 20 years of experience and spread over 5 sites in France, A2COM is also a member of the Resadia Group, French leading IT, telecom and security network integration and services group.

As part of its sensitive data hosting activity, A2COM wanted to obtain the HDS (Health Data Hosting) certification, which also requires the ISO 27001 certification. In order to meet the traceability requirement, and after auditing all administration activities of their HDS clients to ensure that there were no leaks of sensitive data, A2COM's IT department decided to look for a jump server solution, to be able to trace all connections and actions carried out on servers containing sensitive data.

## The solution

First of all, the IT department from A2COM wrote a specification containing the functionalities expected from the solution. Among other things, the solution had to allow for the takeover of customers who have their own information system, either for the A2COM services center or for the service providers of the customer concerned, as part of a shared offer. It also had to allow to take the control of administration sessions by separating videos and logs client by client. Moreover, it had to adapt to all interfaces in order to insert connection information without any specific development and also to ensure that service providers do not have access to the connection information of clients' infrastructures.

After studying the offers of three software vendors during a POC (Proof Of Concept) phase, the Systancia Cleanroom solution was chosen because it met the key points of the specifications that the other software vendors were not able to address the same way.

Today, around twenty people from A2COM's technical teams use Systancia Cleanroom for their administration activities, both for the administration of their own resources and for the administration of customer resources hosted at their premises and customer resources hosted at the customer's premises (hybrid). In addition, via Systancia Cleanroom, A2COM customers can also administer their A2COM-hosted resources themselves. The Secure Extranet module is based on the Systancia Gate product which, thanks to its ZTNA architecture, allows a secure and audited access in any configuration.

## Eligibility to host health data

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For A2COM, the deployment of a PAM (Privileged Access Management) solution was primarily a business issue. It was a question of being able to host but also to offer outsourcing services to healthcare organizations while complying with the regulatory obligations effective since January 1, 2019, when the HDS certification procedure came into force. In this context, A2COM is certified for both physical infrastructure hosting and for outsourced hosting services.

Christophe Le Lostec, CIO of A2COM willingly admits that: *“Without Systancia Cleanroom we would not have received the HDS certification. We needed a PAM solution with strong authentication and Systancia Cleanroom met our requirements.”* Indeed, a PAM solution provides an effective response to several sections of the ISO 27001 standard, which is necessary to obtain the HDS certification, by enabling organizations to keep track of all privileged users' actions within their IT infrastructure.

## Separate administration sessions are essential in an outsourcing context

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As a hosting provider/outsourcer, it was unacceptable for A2COM that an administrator could, with the same administration session, connect to the information system of client A, then to that of client B, and finally to that of client C. In the context of health data hosting, authorities can potentially request videos of actions carried out on the information systems of specific clients. It is therefore essential that only the data of the client concerned is provided to the authorities. For Christophe Le Lostec, *“it was essential that the administration sessions be separated”* because beyond sharing data with the authorities, A2COM may also have to share a video of the actions carried out at the request of a client, whether HDS or not, and therefore the seal between the data of the different clients must be total.

## Native and transparent SSO

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For secure administration, it is also recommended to ensure that administrators do not have access to infrastructure login information. From a technical point of view, Christophe Le Lostec was seduced by the native and transparent integration of the SSO module within the solution: *“Systancia Cleanroom allows us to perform SSO on all the administration interfaces without developing a connector as soon as we want to enroll a new application, which was not possible with the other solutions we studied”* before adding: *“our aim was to be techno-agnostic with an agnostic interface so that we could interpret the SSO in all situations.”*

Systancia Cleanroom natively integrates a Password Vault module which also allows the CIO to set up automatic password rotation policies as well as their delegation.

In the future, A2COM plans to offer all its customers, whether HDS or not, the Systancia Cleanroom solution for the secure administration of their infrastructure.

## 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.