



## CASE STUDY

**Client:** Company name available on request

**Industry:** Health Care Organization

**Solution:** AnyWare Group Engineering Team Experience

**Business Challenge:** IT Departments may occasionally face major network changes and difficult to diagnose Internet speed problems.

### BACKGROUND

As organizations move their business processes to the Internet to give employees, customers and partners greater flexibility, IT Departments struggle to ensure the quality and performance of the data exchange, despite the fact that the medium of delivery, the Internet, is outside the control of the IT Department.

One client of AnyWare Group, a hospital group in the Southern US, is a 300+ bed, full service, acute-care hospital in a 13 county area, known for its highly accredited cancer treatment center and open heart surgery center. Employing over 2300 people, the hospital group's IT Department supports around-the-clock access to information resources provided by 1,000 networked PCs in the medical center and another 300 systems spread across 15 remote sites.

Like over 100 health care facilities across North America, this hospital group relies on the ROAM Platform to deliver secure remote access to network resources. ROAM (Role Oriented Access Management) is a managed service that reduces the cost of remote access through shared infrastructure and does not require any software licenses or capital expenditures.

### CHALLENGE:

"One afternoon, around 4 pm, we get a call saying that ROAM is running slowly..." says Geoff Beal, a developer at AnyWare Group. "I start looking at the metrics and the ROAM traffic to and from (*the hospital group*) is, indeed, very slow. However, all other traffic like pings, trace routes and secure shell were all going either at normal or faster than normal speeds."

Geoff began to suspect that the firewall device at the hospital group was doing a deep packet scan on SSL traffic, which would slow all traffic to and from Web sites with URLs that begin with "https". But the IT Department at the hospital checked it out and that wasn't happening.

For hours, the engineering team at AnyWare Group investigated the issue, working from a distance with the team at the hospital to check every setting on every device shared between them. AnyWare Group's technical architect, Steve Parent, was able to determine that all outbound "https" traffic from the hospital group site was very slow. In order to test this hypothesis, one of the IT specialists at The hospital group tried to access his online banking site. As Steve suspected, it performed very slowly. A member of the hospital group IT support staff was telephoned at home in the suburbs and he tried online banking from his home PC. This connection also crawled at a snail's pace.

This confirmed that the problem was not at any of AnyWare Group's points of presence in the USA. The problem was localized regionally – but how?

The ROAM engineering team and the hospital group IT team quickly arranged a conference call with the hospital group's Internet Service Provider - who proclaimed that nothing was wrong, despite ample contradictory, if anecdotal, evidence from the hospital group and AnyWare Group.

At this point, the two teams agreed that the problem was not related to ROAM or the hospital group network. As it was 10 p.m., they decided to converge in the morning and test the network again, in

hopes that the ISP would, by then, recognize and rectify the problem. As it worked out, by the middle of the night the problem had solved itself in just this way.

The next day, it surfaced that the ISP's backbone provider had been infected with a virus and that all secure socket layer (SSL) traffic had been affected. The virus had been eradicated and ROAM was working perfectly.

### SOLUTION:

When any IT Department implements an in-house remote access solution, they are often faced with the problem of troubleshooting performance issues with causes that may be difficult to determine. But with the ROAM Platform, The hospital group can depend on the assistance, expertise and advice provided by ROAM Engineering Services. Together they were able to determine that the problem existed outside of their networks, putting the onus on the ISP, and it's provider, to determine the cause.

### RESULTS:

Although the problem had nothing to do with ROAM or the medical center's network – the process of troubleshooting was accelerated and simplified by the relationship the hospital group has with the ROAM Engineering Team.

IT Departments can rest assured that ROAM developers, analysts and engineers, who specialize in secure remote access, will be available 24 hours a day, to ensure ongoing remote access and that ROAM performs optimally.