

Case study: Global solutions provider focused on Healthcare ICT



CHALLENGE

Top provider, globally, in the medical industry, to provide support for more than 500 hospitals in 12 countries. The application needs to improve communication in hospitals, using a cloud platform through which engineers who provide technical support connect directly to the computer system of a hospital in conditions of maximum cyber security.



SOLUTION

ARAM portal to be used by technician worldwide remotely connect to the customer's network to provide remote support. The customer dictates what connection method is to be used: Site to Site VPN: connectivity to all major IPSEC VPN providers, traffic isolated per customer, connectivity to all major client VPN providers, Remote Desktop support TeamViewer, GoToAssist, WebEx, 2 factor authentication when outside of the WAN, access list dependent on AD group membership, multiple connections from the solution allowing multiple technicians to make out bound connections whilst keeping the traffic isolated from the different customer VPN's, multisession for technician, GDPR compliant.



TECHNICAL APPROACH

Technology stack: Azure Active Directory Authentication, Azure Vault , Asp.Net Core 3.0 based REST, Azure App Insights service , Storage Account , Dashboarding and reports, RDP in browser.