



# Enhanced Business Continuity for a Leading Health Care Solutions Provider

Overcoming the challenges to business continuity caused by the 2020 pandemic

CASE STUDY



# COVID-19

## Tackling the 2020 pandemic

### The greatest of challenges

Q1 2020 saw the biggest global disruption since the Second World War. The sudden emergency of the corona virus hit across the globe, resulting in pandemic “lockdown” measures in nearly every country. In particular, the implications for business were severe: from the total shutdown of hospitality and public venues, through companies forced to adapt to home working, to a healthcare industry facing an explosion of patients and demands for testing and treatment alongside social distancing restrictions. Meanwhile there were knock-on effects such as the shutdown of passenger air traffic - just when the demand for imported medical protective gear was surging.

For most companies, home working required major operational changes. Fortunately, the Internet and wide area networking had advanced to the point where most employees could maintain contact digitally with each other and access company resources with acceptable levels of performance and reliability. However, security instantly became much more complex with remote employees connecting to company networks.

Healthcare in particular was vulnerable to attack. Healthcare workers now need to work from home with all the compliance and continuity they would expect in an office environment. In recent years hospitals had been recognized as “soft” targets, holding highly sensitive medical data. There had been a surge in blackmail attacks where private data was stolen or encrypted, with a ransom demanded for its restoration. If healthcare administrators were working from home, how could one possibly ensure security right to the edge – where the end user might be on a home network shared by other family members with little knowledge of security? The traditional solution would be to rely on a virtual private network (VPN), but this added a new risk that should a VPN be breached it would provide access to the company’s entire system, not just to that user’s area of responsibility.

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## Taking ApexonHealth solutions' security right to the edge

ApexonHealth is the healthcare division of Technosoft Corporation, and a provider of technology-driven healthcare solutions that combine machine learning, workflow automation and Business Process Management (BPM). The \$3B pa company is headquartered in Southfield, MI, has 4400 employees and 6 certified service delivery centers in the US and India.

ApexonHealth's next-generation solutions to the healthcare industry help Providers and Payers achieve breakthrough performance and a strategic edge by tapping into the power of Artificial Intelligence (AI). In particular they enable smaller healthcare organizations to enjoy world class business solutions that could otherwise only be available at massive scale and capital outlay. For example, with the use of ApexonHealth's AI-based technology, Northeast Hospital alone has seen a reduction in Accounts Receivable A/R days by more than 20%, and a wider customer base has benefitted from productivity gains with reduction in turn-around time by more than 60%.

The impact of the pandemic meant that ApexonHealth had a very short time to ensure that their associates would be able to work from home without compromising the compliance and continuity expectations that ApexonHealth solutions had earned. That involved two technical challenges:

- Ensuring that their remote access solution has the optimal security posture for ApexonHealth's solutions, which handle highly sensitive and regulated customer data which is subject to the strictest compliance requirements.
- Ensuring that remote workers can connect with optimal performance to the delivery centers using whatever types of internet connection is available.

This looked like a tall order, given the urgency and crisis timescales available. But ApexonHealth found that NetFoundry could provide what was needed and more in a few hours without the added expense of buying and commissioning new hardware.

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**Secure and trusted solutions**

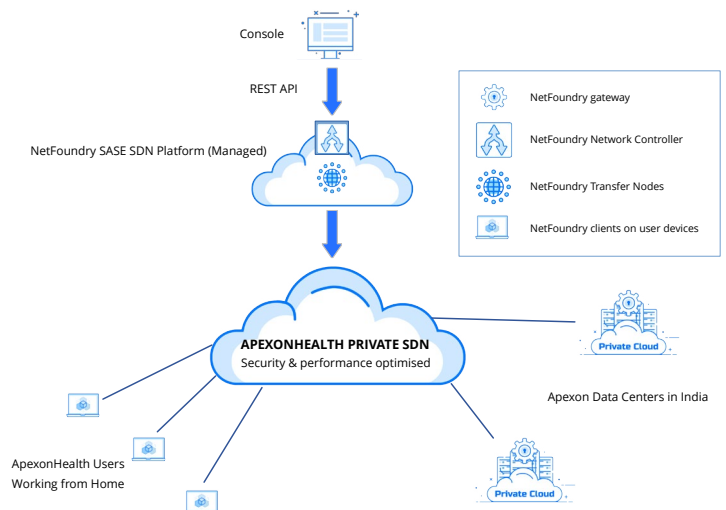
**NetFoundry delivers secure, performant, business continuity**

NetFoundry’s Zero Trust Networking Platform provides a single cloud-native overlay across the Internet, instead of a tangle of VPNs. With NetFoundry, ApexonHealth staff working remotely can use whatever Internet connection is available for their fixed or mobile devices, and their connectivity will be automatically optimized and will be routed directly along best performing paths, unlike traditional VPNs which often introduce bottlenecks.

As a Zero Trust solution, the NetFoundry platform will not permit any associate to access the company network without full authentication according to each person’s role and level of responsibility. Access is policy based. And no matter who is logging on, or what device, or from what location, access is only possible if it is an authorised employee, using a registered device in the agreed location. According to the level of privacy and security required for each worker or project, authorisation can be verified by password, biometric recognition or multi-factor authentication as specified by company policy.

ApexonHealth’s network administrators are no longer faced with the problem of establishing and maintaining hundred’s of VPNs to every location backhauled to the company data center. Instead NetFoundry provides a single Software-Defined Network (SDN) this is managed and orchestrated from a single pane of glass – see diagram. The network can be micro segmented for each team to access specific services and ensure closed perimeters for every project.

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As a cloud based NaaS offering, NetFoundry's Zero Trust Platform can be rolled out and scaled without onsite engineers, added hardware or administrative delays. As an enhancement to ApexonHealth solutions, secure connectivity can be established and connected to large numbers of endpoints in hours, not days. Home based and remote workers can then enjoy consistent and superior performance over whatever Internet connection they have available.

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### **About NetFoundry**

NetFoundry is the leader in Cloud Native Networking, enabling businesses to connect distributed applications simply, securely and cost-effectively across edges, clouds and service meshes. The NetFoundry platform, delivered as SaaS, enables businesses to connect applications without the costs and complexity of VPNs, custom hardware, and private circuits. NetFoundry's platform is accessed via APIs, SDKs and DevOps tools integrations, enabling practitioners, application developers, and network administrators to get the levels of automation and agility which are only possible with connectivity-as-code. NetFoundry is headquartered in Charlotte, North Carolina, with offices in San Francisco, New York, London, Bangalore, and Singapore.

### **About ApexonHealth**

ApexonHealth is the healthcare division of Technosoft Corporation, and a provider of technology-driven healthcare solutions that combine machine learning, workflow automation and Business Process Management (BPM). ApexonHealth offers healthcare-focused BPM and IT solutions. The company is headquartered in Southfield, MI and has certified service delivery centers in the US and India. [www.apexonhealth.com/why-apexonhealth](http://www.apexonhealth.com/why-apexonhealth)



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