

CASE STUDY: REMOTE CONTROL

Secure Remote Control Saves Lives

Region Zealand adopts Netop Remote Control as a secure remote support solution to provide IT support to healthcare employees in critical patient situations where fast technical support saves lives.

Region Zealand handles health service tasks on behalf of 820,000 citizens in 17 municipalities throughout Zealand. It is the vision of Region Zealand to provide the very best in health services. Part of making this vision a reality included the ability to provide secure remote IT assistance to healthcare employees in critical patient situations where fast technical support is needed to save lives – regardless of where the employee is located.

Since 2007, Region Zealand has been using a consolidated remote control solution from Netop. The IT department supports 13,000 employees working in healthcare service and psychiatry. The solution, which makes it possible to use a single tool for all remote control tasks, has been embedded in the region's IT support processes and has brought the organization up to date with a number of demanding security and compliance requirements.

Scalable Security

Beyond regulatory compliance, Region Zealand had a number of remote control needs that included mobile users outside the network and required additional consideration and capability. IT support manager Claus Høgenhaug, Region Zealand, is pleased with

the Netop solution and how it addresses the higher level of capability required.

“Several suppliers offer remote control. But what makes the Netop platform stand out is that it is an all-in-one solution which, in addition to user-friendly remote control tools, also contains integrated, advanced security tools that are scalable. This helps protect our IT environment and data and help us to live up to various security standards.”

According to Høgenhaug, the Netop solution offers all the security facilities needed by such a large organization. “We adhere to ISO 2700x certification so it is important for us to be able to see who has done what. This is possible with Netop while giving us easy control over both access and user rights,” he explains.

Life-saving remote control

According to Høgenhaug, Region Zealand will save resources, safeguard productivity and reduce costs by consolidating on the Netop platform. But he is quick to point out that first and foremost, the new initiatives mean that patients will receive even better service in the future. “If IT security

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is compromised, patients may suffer. Therefore we must ensure employees at the hospitals and psychiatric units can quickly obtain help. Ultimately, our remote control solution can save lives," says Høgenhaug.

Region Zealand is expanding remote control to include mobile users outside the network, says Høgenhaug. "Reliability, security and speed are crucial for the help desk consultants when taking over a user's computer. We are already seeing this when supporting users on the network - and with Netop we will ensure that this will also be possible with users outside the network."

Easy to roll out to 13,000 employees

For a large organization like Region Zealand, it is important that as remote control functionality is expanded the level of security is scaled up also in order to meet growing requirements. "We are a large organization and we needed a remote control solution that meets our growing needs," says Høgenhaug. "With Netop, security levels have kept pace and everything was easy to roll out. Netop has it all."

Ease of deployment matched with unparalleled security was precisely the combination Region Zealand was looking for in a remote control solution. "We need the capability to protect every single one of our 13,000 workstations. The security tools in the Netop solution give us a huge advantage but don't demand a great deal in terms of resources to roll it out - even though the roll-out is taking place on a very large scale," explains Høgenhaug. "In my view, Netop clearly saves resources for us. And the value we create by expanding to mobile remote control combined with easy implementation means that the investment is paying off."

About Region Zealand

Region Zealand is one of the five regions in Denmark. It is comprised of 17 municipalities and provides healthcare for 821,000 people. Region Zealand serves as the driving force of regional development within the region and as an operational enterprise in the area of healthcare and social affairs. Each year more than 675,000 outpatient treatments are performed at the hospitals in the region and 165,000 patients are hospitalized and treated.

Benefits of Using Remote Control

- Secure remote control compliant with ISO standards
- Easy scalability to thousands of workstations
- Unparalleled speed and reliability in critical situations
- Single remote solution for internal and mobile users

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