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## CASE STUDY: HEALTHCARE BENEFITS

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### Healthcare Benefits Company Use FatPipe MPVPN with QoS and IPSec for WAN Reliability, Data Route Control, and Real-Time Site Failover

This company is a trusted expert in compliance, government contracts, customization and fringe benefit management of various healthcare acts and legislation. The company's corporate office is located in California while its production facility is in Texas. It utilizes proprietary mission critical WAN applications, including interoffice VoIP, to protect and assist in its clients' healthcare needs.

It is imperative that the company complete the processing of medical claims in a timely fashion to facilitate medical care, including critical life saving treatments. Shared Wide Area Networks (WAN) applications between the two offices must have 100% availability at all times. "If we cannot provide answers to client or health provider inquiries due to a WAN outage, it could impede critical medical treatments," said its IT Director. He went on to say that "Network availability from outside our network is just as critical. We host a secure website for our clients to access and manage their benefits in real-time. If our site goes down for any reason, such as a WAN outage, then our clients and their employees lose that manageability."

#### **SOLUTION OVERVIEW**

##### **SITUATION**

The company wanted to update its WAN infrastructure to build fault tolerance, increase bandwidth and achieve security of data transmission, as well as site failover between sites.

##### **SOLUTION**

The company installed FatPipe MPVPNs with IPSec and QoS at each location for redundancy, additional security and speed, and greater data route control.

##### **BENEFITS**

It enjoys a high level of WAN reliability to support its mission critical web-based applications used to provide mission critical services to its clients. The company now has greater control over the flow of its data traffic as well as increased security, which helps them comply with the various healthcare acts and legislation.

Each location had experienced intermittent WAN failures as well as poor total bandwidth throughput resulting in the loss of thousands of dollars in productivity each day, according to the Director. The company turned to FatPipe technology to resolve the speed, reliability, and business continuity issues it was having with its WAN connections.

The company utilized FatPipe MPVPN to aggregate three connections at each site. Employing MPVPN's main redundancy, security and bandwidth optimization features, as well as add-on QoS and IPSec features, it has improved its data route control, security, and transmission speed. It also balances load between the sites while maintaining a consistent real-time replication system using FatPipe QoS, successfully turning the San Antonio office into a hot failover site.

"The MPVPN units are one of my favorite devices of all time for security and reliability," said the Director. The company used to do VPN tunnels with a popular VPN manufacturer, but it switched to FatPipe IPSec instead. "FatPipe proprietary IPSec is robust and less vulnerable to attacks from outside hackers."

The IT Director stressed the importance of business continuity and security as key issues for the company. "All of the different regulations including HIPAA, SAS70 and COBRA compliance deal with the availability and security of medical and financial information at their core. For example, it needed to notify its participants of their COBRA rights within 72 hours after leaving their jobs; otherwise they are not eligible for continued medical treatment." FatPipe ensures the delivery of these important messages by eliminating concerns about WAN security, speed and reliability.

Lastly, "installation was a breeze and configuration was a cinch," said the IT Director. Easy installation and maintenance allows the company to focus its attention on customers with the peace of mind that the company has a superior WAN business continuity plan.