

Call-Back Security Helps Prevent Unauthorized Access

Perle's 833AS Access Server Replaces Cisco at Dutch Hospital

The Challenge:

St. Radboud had relied on a Cisco Access Server, with analog modem support, for remote dial-in access but this solution proved unable to deliver reliable call-back security in conjunction with new ISDN connections that were being implemented.

The Solution:

The University Hospital chose the Perle 833AS Access Server as a scalable solution to provide reliable call-back as well for both ISDN and analog/DSP modem users.

The Benefits:

The comprehensive and robust call-back security offered by the Perle 833AS means that confidential patient information is protected from unauthorized remote access.

THE CUSTOMER:

St. Radboud University Hospital, in Holland, operates as a patient care facility and a very successful medical research and education faculty. Closely associated with the University of Nijmegen, St. Radboud has earned a reputation for the newest and most advanced treatments given in fields, such as bone marrow transplant, microsurgery and child care.

THE CHALLENGE:

Until recently, St. Radboud relied on a Cisco Access Server, with analog modem support, to provide hospital staff with remote dial-in access. This service, which depended on the University of Nijmegen's network, gave employees access to the Internet and the hospital's LAN from home offices. As more staff started to use this service, it became increasingly apparent that the Cisco Access Server was not a long-term solution. Henk Coenen, head of St. Radboud's Computer and Communications Department, wanted to make use of the Cisco server's call-back facility in combination with ISDN support but, despite repeated efforts, the University IT department was unable to configure the server to provide a reliable call-back service. Call-back was particularly important to Coenen because patient information needed to be kept confidential and could not be jeopardized as a result of providing remote user access.

THE SOLUTION:

The Perle 833AS Access Server

As a result of a cold call from Perle, Henk Coenen discovered the Perle 833AS Access Server; a scaleable solution that could provide the reliable call-back he was looking for, as well as both ISDN and analog/DSP modem support.

Security & Accountability

The call-back user authentication feature on the Perle 833AS requires a dial-in user to type a log-on ID and password. The connection is then broken and the user is automatically called back at a pre-configured number. This added security measure helps prevent unauthorized access, even if an individual's log-on ID and password have been stolen. The feature would also allow Coenen to track individual dial-in usage and attribute the running costs of Internet access to the appropriate hospital departments.

A Total Solution

Coenen agreed to purchase a Perle 833AS if it was delivered up and running, complete with recommendations for his remote PC requirements. Perle responded to the challenge and a unit was installed and quickly set up. The call-back facility performed perfectly for both ISDN and analog users. The Perle 833AS with dual PRI, provided 60 simultaneous ISDN connections and Coenen added an 18 port modem card for analog users.

Future Developments

The Perle 833AS has exceeded expectations. "We are very pleased with the Perle 833AS and feel very reassured to know that we will be able to rely on the same server when we add more users in the near future," says a satisfied Coenen. The Perle 833AS can be scaled to support up to 4 PRI (120 simultaneous users) and up to 120 DSP modem users.