# CASE STUDY

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# FAST, COMPLIANT REMOTE ACCESS FOR HEALTHCARE
## MAJOR CANADIAN DISTRICT HOSPITAL ACCELERATES SECURE CONNECTIVITY WITH SECURE CLOUD WORKSPACE

## SUMMARY

CUSTOMER NAME:      DISTRICT HOSPITAL
VERTICAL MARKET:      HEALTHCARE
BUYER PERSONA:      CIO/CTO, DIRECTOR OF IT

## ABOUT THE CUSTOMER

The District Hospital is a fully accredited acute care facility serving over 44,000 residents across counties in Ontario. With two sites and a combined capacity of 85 acute care beds, the hospital delivers a wide range of diagnostic and surgical services, including critical care, emergency, imaging, dialysis, and obstetrics.

The strategic priorities include maintaining high standards of clinical care, optimizing IT infrastructure to support clinical workloads, and ensuring seamless remote access for physicians and vendors to critical health applications, while adhering to strict security and compliance regulations.

## CHALLENGE/OPPORTUNITY

As the hospital expanded its digital footprint—including telehealth and medical device connectivity—the hospital's existing Citrix SSL VPN infrastructure could no longer support secure, scalable access for clinicians and third-party vendors.

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## KEY CHALLENGES INCLUDED:

**1**. Complex configuration and policy management for Citrix StoreFront.

**2**. Lengthy onboarding cycles (3–5 days per contractor or clinician).

**3**. Limited session visibility and auditability.

**4**. Latency and throughput issues impacting clinical applications.

**5**. Inability to easily isolateor restrict privileged sessions.

**6**. Operational overhead.

**7**. Cost prohibitive.

*THESE CONSTRAINTS RISKED OPERATIONAL DELAYS AND WEAKENED THE HOSPITAL'S COMPLIANCE POSTURE AS IT PURSUED MORE AGILE VENDOR INTEGRATION.*

## WHY THE SECURE CLOUD WORKSPACE?

The hospital evaluated several remote access vendors, including managed VPN services, but found shortcomings in security, compliance, and ease of management. Key considerations that led to selecting Secure Cloud Workspace include audits secure data enclave with built-in role-based access control (RBAC)for vendor management, logical user and group segmentation, and integrated DNS publishing functionality. Secure Cloud Workspace's multipath gateway enabled seamless IPsec connectivity to PSFDH's Sophos firewall, allowing for granular firewall rules and traffic routing without the need for complex re-architecting.

Secure Cloud Workspace was confirmed as the platform of choice delivering the highest standard of care for healthcare organizations. Secure Cloud Workspace's platform immediately provided:

- Logical Isolation: Each user or group is provisioned in an isolated enclave, ensuring zero trust between sessions.
- Integrated Security Controls: Clipboard and screen capture restrictions, data loss prevention (DLP), and audit logging out-of-the-box.
- Rapid Onboarding: Pre-configured templates to spin up secure desktops and VPN tunnels within hours, eliminating days-long Citrix provisioning.
- Seamless Firewall Integration: Multipath gateway to Sophos with IPsec and granular firewall policy management.

The ability to deploy compliant remote environments quickly and without costly re-architecture was a key differentiator.

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# WORKING WITH THE SECURE CLOUD WORKSPACE

The hospital needed to onboard remote third-party contractors in under 48 hours. Secure Cloud Workspace delivered.

Together with our partner, the hospital IT team:
- Provisioned a dedicated Secure Cloud Workspace Room with RBAC, DLP, and clipboard restrictions.
- Integrated IPsec tunnels and DNS forwarding to internal FQDNs (e.g., Meditech, LDAP).
- Aligned firewall policies using logical user grouping.
- Enabled IT administrators to manage roles, custom Windows images, and real-time desktop deployment via Secure Cloud Workspace's portal.

*Outcome:* The third-party contractors were securely onboarded within two business days—without endpoint reconfiguration, downtime or regulatory violations.



# THE RESULTS

- 80% Faster Onboarding – Cut from 3–5 days (Citrix) to <48 hours (Secure Cloud Workspace)
- CAD $60K+ Cost Savings – Eliminated annualCitrix VPN spend
- Improved Compliance – Full RBAC, session logs, and DLP policies enforced
- better Performance – Consistent 50+ Mbps throughput with sub-50 ms latency
- Admin Efficiency – IT team provisions Windows images and firew all rules in <30 minutes
- Uniform, policy-based third-party and remote worker compliance and management

Following the successful rollout, PSFDH expanded Secure Cloud Workspace usage to include remote physicians, pharmacists, and third-party vendors.

*Looking to modernize remote access without sacrificing compliance? To learn more about how Mindcore can transform secure remote access workflows, contact us at sales@mindcore.com or visit mindcore.com to book a free consultation.*

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