APCON
Solutions for Networks

HEALTH INSURANCE PROVIDER ELIMINATES SECURITY BLIND SPOTS

Healthcare service provider:

- **Improves medical records and sensitive personal data protection**
- **Eliminates visibility blind spots**
- **Increases existing security and network monitoring tools efficiency**
- **Extends network visibility and security to multiple remote locations**
- **Supports multiple voice/video tools**

SUMMARY

Health insurance provider upgrades network monitoring and security infrastructure to safeguard medical records and sensitive personal information.

CUSTOMER:

Leading Health Insurance Provider in the United States

CHALLENGES:

- Encapsulated traffic blind spots
- Limited to one voice/video tool
- Needed to monitor remote locations

SOLUTION:

- Series 4000 and IntellaFlex XR Visibility Solutions
- IntellaStore® II+

BENEFITS:

- Visibility of encapsulated traffic
- Load balancing and advanced features
- Support of multiple voice/video tools
- Packet capture at remote locations

NEXT GENERATION NETWORK VISIBILITY

This leading health insurance provider serves over 30 million people in the United States and employs about 50,000 employees. The provider has multiple teams, including network operations and security operations teams, who were all looking for more robust network monitoring solutions for their network challenges. Previously, the health insurance provider used a competitor's monitoring equipment that was unable to address the latest network visibility challenges. During their reevaluation process, these teams expressed the need for complete network visibility.

MONITORING WITHOUT BLIND SPOTS

When determining the right network monitoring solution to implement for their data centers, the health insurance provider's security team was looking for a visibility solution that had the ability to remove FabricPath and Virtual Extensible Local Area Network (VxLAN) headers of encapsulated traffic to ensure compatibility to their network monitoring, diagnostics and security tools. By stripping away the header information, overhead is also reduced and such tools can operate at maximum efficiency. Their previously network visibility solution did not support these protocol header stripping capabilities and thus creates network viability blind spots.

Data Center 1

Data Center 2

TitanXR

Three Remote Sites with
IntellaStore II+ Appliances

Security, VoIP and
Recording Tools

Series 4000 and IntellaFlex XR at the datacenter locations eliminates FabricPath and VxLAN blind spots for security and VoIP analysis tools. IntellaStore II+ at remote locations provide onboard traffic capture and analysis.
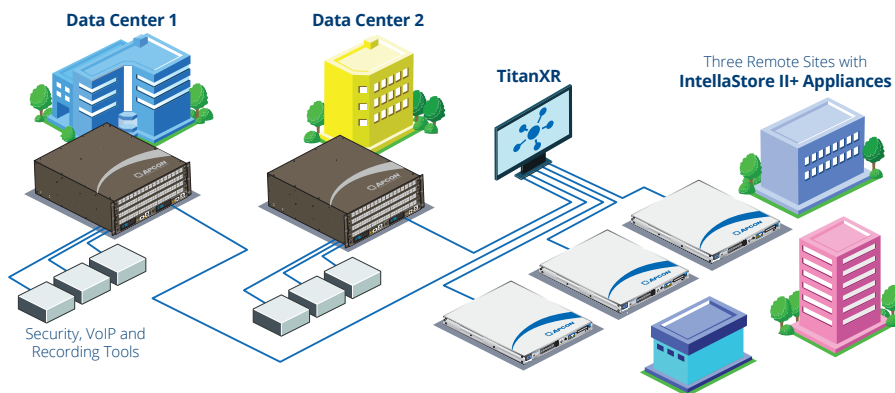
APCON's Series 4000 and IntellaFlex XR monitoring systems offer FabricPath and VxLAN protocol stripping as well as packet deduplication and payload removal capabilities. FabricPath and VxLAN protocol stripping was key to removing blind spots. Instead of having packets running through the network that the security team couldn't see, with APCON's Series 4000 and IntellaFlex XR, the health insurance provider can use the protocol stripping feature to remove the encapsulation header, allowing the compatible Ethernet frame to be sent to the security monitoring tools.

REMOTE LOCATION MONITORING

In addition to looking for network monitoring solutions for their large data centers, the healthcare provider's network and security engineers needed a cost effective solution for multiple remote sites.

APCON's IntellaStore II+ is an all-in-one network monitoring solution with the ability to provide onboard packet capture, storage, and analysis, which reduces deployment and operational costs. The IntellaStore II+ is preloaded with Wireshark and nTop and supports several certified security and performance applications that enable remote analysis of the packets and network performance. Like before, FabricPath was removed with protocol stripping.

With IntellaStore II+, the health insurance provider's network and security engineers are now able to monitor and diagnose traffic across multiple remote locations.

VOIP MONITORING

Lastly, the health insurance provider was looking to implement more flexible solutions for VoIP and video conference monitoring. Previously, the unified communications team could only pass traffic to one of their monitoring tools per network segment. They needed a solution to aggregate and distribute traffic of interest to multiple VoIP and video monitoring devices while preventing oversubscription and data loss.

The Series 4000 and IntellaFlex XR monitoring systems deployed in the data centers provided aggregation, filtering and load balancing of VoIP and voice traffic. The unified communications team is now able to aggregate their network traffic and load balance to multiple tools, which has improved their overall voice over IP monitoring.

PARTNERSHIP CONTINUES

The value shown after implementing APCON's network monitoring solutions was definitely noticeable. The network, security and unified communications teams easily justified the cost of their purchases with APCON. And since APCON's solutions are easily scalable, the healthcare provider is in the process of considering additional monitoring solutions for future growth.