



## SecureLink Robot Case Study: **Sotera Wireless**

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### Overview

Sotera believes in the power of wireless technology to collapse time and space in healthcare – smart application of wireless technology will enable healthcare providers to do things better, faster, and cheaper.

### The Challenge

Sotera has always been dedicated to delivering responsive technology and exceptional support. This commitment demanded the ability to provide continuous monitoring of remote server health for customers to detect problems before they caused any downtime.

Data extraction for analysis and algorithm improvements is a critical task in maintaining

high functioning systems. However, without the ability to automate connections and tasks, Sotera would have to manually connect to each customer site every time data extraction was necessary.

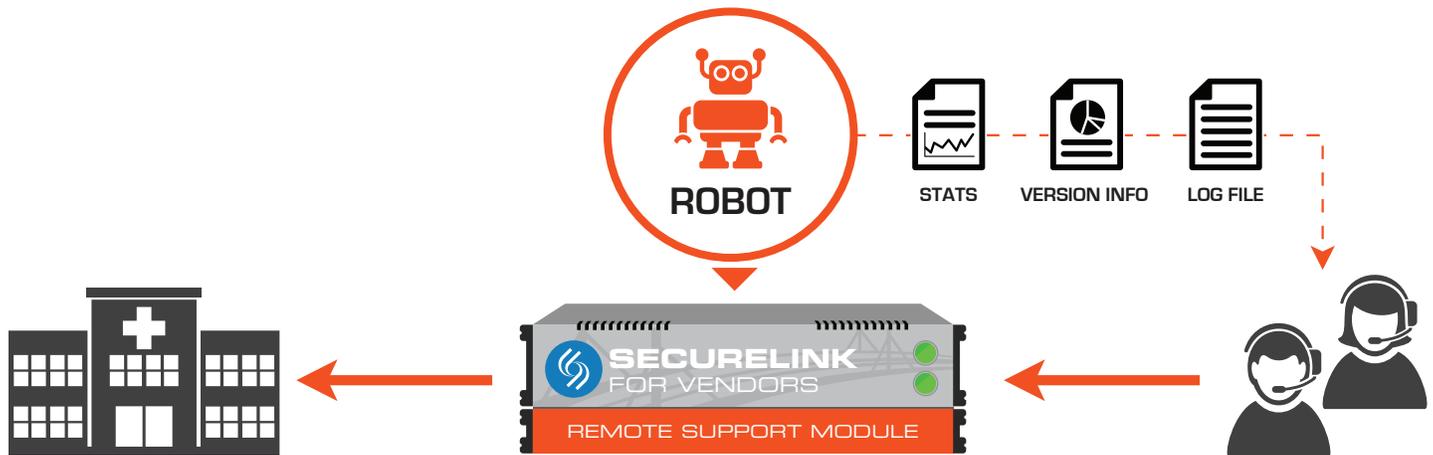
Creating site-to-site VPN tunnels would provide the automation Sotera needed. However, this activity wouldn't be audited nor encrypted and the process is onerous. Unwilling to settle for an insecure method, Sotera discovered they could leverage SecureLink's existing connection to provide continuous monitoring with elite security protocols.

### ABOUT



Sotera Wireless, Inc. is a San Diego, California, based medical device company dedicated to development, marketing and sale of a new generation of comprehensive vital signs monitoring. Sotera's mission is to improve patient safety by empowering clinicians to detect signs of deterioration in virtually any care setting and enable early intervention and rapid response, all without limiting the patient's freedom of movement.

## THE SOLUTION



Leverage the SecureLink network for secure, customized automation

After choosing SecureLink as the standard method for connecting to and supporting their customers, Sotera was introduced to the SecureLink Robot as a means of automating secure connections. This opened a new possibility to improve workflow and customer service by extracting data from their devices and systems in an automated fashion for analysis and algorithm improvements. Sotera's science team was easily able to implement the Robot and use it for scheduled data extraction from customer sites.

Driven by the highly flexible nature of the Robot module, Sotera discovered anything was possible. Later, they expanded their use of the Robot when they purchased Nagios to implement continuous monitoring of their remote server deployments. With the flexibility of the Robot they were able to configure Nagios to use the Robot connection APIs to pin up continuous tunnels without heavy infrastructure or firewall changes on the customer sites.

The Robot continues to help Sotera ensure their technology stays dynamic and healthy by providing an interface for automating and managing secure, auditable connections.

### SecureLink Features:



#### Individual Account Verification

No shared logins – Each support rep has a unique login and password that are locally stored for additional security



#### Strict Access Control

Restrict access to specific hosts and ports and keep your credentials private – Enable access manually or on a specific schedule you set



#### High Definition Audit

Capture detailed support session activity at the individual user level, including files transferred, commands entered, RDP and desktop sharing recording

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