

Specialized distributor of healthcare products: Strengthening security and enhancing user experience

T-Systems supported the enhancement of the ICT security model for the main web portals of a leading distributor of healthcare solutions in Spain.



“The seamless integration of native AWS services has allowed the customer to leverage scalability, and efficiency while ensuring security.”

Albert Trullols, T-Systems

IT security is a crucial component for rapidly growing healthcare companies to improve their security posture and work towards compliance with regulatory standards in the Cloud. The customer is a leading distributor of healthcare solutions in Spain and a comprehensive service provider for healthcare clinics and laboratories. The company provides equipment, supplies, and solutions to medical professionals and clinics. It offers a diverse portfolio of products, including instruments, materials, and technology, to support medical practices in delivering effective and high-quality healthcare.

Over the years, the company has established a global footprint and expanded at a rapid speed, with web portals covering numerous countries. In addition, the organization provides training for health practitioners, promotes service digitalization, and much more.

While the entirety of their web portals' infrastructure is deployed on AWS, the customer has yet to utilize its native capabilities for enhancing security. With the support of the T-Systems team, the customer has now been able to leverage the native AWS services to improve security and enhance user experience.

At a glance

- A comprehensive global service provider for the medical sector with web portals for various countries
- Implemented native AWS services to enhance security and improve user experience
- Use of the content delivery service
- Improved security against DDoS, code injection, and other threats
- Customized security metrics dashboard for each web portal to easily visualize the status
- Automated response to security breaches and real-time activity log analysis
- Providing training to technical teams to ensure their comfort and confidence in the new solution

Reference in detail

Customer pain points

As a distributor of medical equipment serving clinics and hospitals in Spain and other countries, the company has grown immensely in recent years. The customer needed support with the IT services as its in-house team needed to be bigger and able to support the burgeoning IT needs of the fast-growing company. They required a resourceful and experienced partner to assist them on their growth journey. With its strong technical skills and experience, T-Systems was well-positioned to help the customer improve operational efficiency and security.

The T-Systems team, comprised of security specialists, assessed the existing IT infrastructure to provide suggestions and identify gaps. They advised the customer that the company was vulnerable to security disruptions as the systems were not secured.

Unfortunately, they had some disruptions during the same week, prompting them to prioritize security and identify security issues that required rapid action. The team also realized that while all the infrastructure supporting the customer portals is deployed on AWS, they were not utilizing its native services to enhance security and improve the user experience. The T-Systems team then explained the various AWS security services, including AWS Shield, CloudFront, and Load Balancer, before migrating to AWS native services.

How T-Systems solved it

Following an assessment of the current scenario and security requirements, the T-Systems team met with the customer again to determine how to design a solution that met their demands. The customer's web portals serve various countries. Thus, the first solution they used was AWS CloudFront, a content delivery network (CDN) service designed for excellent performance, security, and ease. The content delivery service guarantees a better user experience and optimal content delivery.

In addition, AWS WAF (Web Application Firewall), a firewall that protects the web application server from various Internet threats such as DDoS, code injection, and so on, was implemented. Most significantly, the customer no longer had to manage the rules and databases because they could now receive automated responses to security threats.

The dashboards for the web portals across all geographies enable the team to see the status at a glance. The customer can utilize SQL words to obtain real-time information using AWS Athena, an interactive data analysis tool that processes complex queries in a short period of time. The data is stored in an S3 bucket, and Athena can extract it logically and easily via SQL prompts.

Learning and training are essential components of the solution. T-Systems offered documentation and training to ensure the internal team's comfort and confidence in adopting the new solution. This has assisted the customer in developing the necessary abilities to assess their security situation.

Business impact

Apart from significantly reducing the risk of security breaches, the solution has helped modernize the deployed solutions in AWS environments. The services have enabled the use of native service capabilities and their integration to improve response times to security issues. Direct network connectivity and expert support are easily accessible when using AWS native services.

One of the main advantages is a better user experience and faster reaction time. The customer now feels safe in the cloud. Moreover, the path to improve its security posture demonstrates the value of a thorough and proactive approach to cloud security, particularly for healthcare organizations. The success of this project has also increased trust and paved the way for future projects and a long-term partnership with T-Systems.

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