

# Customer story

INDUSTRY:

PHARMACY



## HIGHLIGHTS

Medical Services Delivered On-time via WAN for Road Warriors

### CLIENT

An Indian multinational pharmaceutical company renowned for manufacturing and distributing pharmaceutical formulations and active ingredients globally.

### REQUIREMENT

The client required a secure network access solution for their in-house medical application, specifically catering to users in the field or those who frequently roam.

- Additionally, they sought the capability to monitor the performance of network access in real-time.

### CHALLENGE

The challenge for the client lies in the security vulnerabilities posed by their in-house critical applications, which are accessed by field medical representatives using mobile and tablet devices over the cellular Internet.

This mode of access exposes sensitive medical data to potential security breaches and unauthorised access, as the cellular network lacks robust protection measures typically found in secure enterprise networks.

Ensuring the security and integrity of this data while maintaining seamless access for roaming users was crucial to mitigate risks and comply with regulatory requirements in the pharmaceutical industry.

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## SOLUTION

### [ WAN for Road Warriors ]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- SMOAD Soft Edge (SASE): Deployment of SMOAD Soft Edge, also known as SASE (Secure Access Service Edge), on mobile phones, laptops, and tablets used by field users.
- This solution established secure tunnelling to the core applications, ensuring that data transmission over cellular networks is encrypted and authenticated end-to-end.
- Encryption Protocols: Implementation of robust encryption protocols to safeguard sensitive medical data from potential threats and unauthorised access.
- Access to In-House Medical Applications: Enable seamless access to in-house medical applications for field representatives while maintaining stringent security measures.
- SMOAD Orchestrator: Utilise SMOAD orchestrator, a central management software, to monitor and manage network traffic visibility effectively.
- Performance Monitoring: Enhance network performance monitoring capabilities to ensure optimal connectivity and reliability for field users accessing critical applications remotely.