MENLO SECURITY

Synapxe replaces Broadcom RBI with Menlo Security Enterprise Browser solution

Singapore's national healthtech agency protects users and IT assets from Internet-based threats without impacting the native user experience.

synapxe

Case Study

Overview

Synapxe

Synapxe is Singapore's national healthtech agency, providing health information and information technology-related services to more than 67,000 users across its network

Challenges

Synapxe's legacy RBI (Remote Browser Isolation) solution isolated patient health data but impacted users' productivity – preventing the network's doctors, nurses and administrators from delivering positive health outcomes

Solution

Synapxe replaced its outdated RBI solution with the Menlo Secure Cloud Browser, the next generation of browser security. Menlo Security protects users and IT assets from Internet-based attacks without impacting the native user experience and provides a foundation for further hardening with Enterprise Browser capabilities.

Security need not reduce productivity

Healthcare organizations around the world have an obligation to protect patient information from malicious threats – and many do everything in their power to lock down these critical assets. Organizations can bury their servers deep underground in a secure vault, shut off large portions of the Internet and prevent any third-party from ever connecting to the network – but what would be the point in that if doctors, nurses and administrators couldn't access or share that information? Or they could not use new, innovative healthtech solutions such as telehealth, electronic medical records (EMR) platforms or patient portals to improve health outcomes?

Synapxe, Singapore's national healthtech agency, knows that security shouldn't come at the expense of productivity. Emerging threats to its IT infrastructure led the organization to adopt a remote browser isolation (RBI) solution to prevent malicious actors from gaining an initial foothold through the browser. While such isolation separates users' web sessions from the rest of the network and can prevent major security, earlier generation approaches proved unsatisfactory to end users.

Immediately upon encountering the legacy solution, users started to complain about major degradations and disruptions in services. Live streaming sessions were choppy. Health applications were suddenly unreliable. Even basic web browsing became slow. Making matters worse, support issues with the vendor took a long time to resolve and started to stack up, leaving doctors, nurses, administrators and other healthcare professionals in Singapore unable to do their job and provide quality services to their patients.

The problem was that the organization's RBI solution used pixel streaming to render web content to the browser on the end device. This means that the content is reconstructed pixel by pixel – a process that requires an enormous amount of bandwidth and increases latency, ultimately leading to poor user experiences. With a mission to improve

user experience, Synapxe had no choice but to find another RBI solution that would provide the protection the organization needed without impacting performance.

Not all RBI solutions are created equal

Enough was enough. Facing pressure from users across the national healthcare system, Synapxe replaced its existing solution with Menlo Security. Menlo Security Enterprise Browser solution includes next generation browser isolation and other advanced capabilities that better meet the need for browser security and that also ensure an excellent user experience. In less than two weeks, Synapxe onboarded more than 67,000 users to the Menlo environment – automatically isolating all web traffic across the organization through a secure cloud browser that operates in a truly elastic cloud. The Menlo Secure Cloud Browser allows Synapxe to protect its assets from malicious threats on the Internet without impacting the native user experience.

In addition to this elastic global scale, the Menlo Security Cloud is able to provide security non-disruptively through Adaptive Clientless Rendering™ (ACR) technology. ACR works with Document Object Model (DOM) mirroring and displays a clean, light-weight view of web pages to the end user using less bandwidth. The result is that there is no noticeable difference in performance between connecting directly to the Internet or navigating safely through the Menlo Secure Cloud Browser. In addition, ACR allows users to continue using normal browser controls such as copy, paste and print.

The Menlo ACR technology and cloud browser also supports application-document content, such as Microsoft Office and Adobe PDF. These content types have proven to be a vector for malicious content downloaded from the web or from email attachments. When a user downloads a malicious document or file through their browser, Menlo transcodes the document into a HTML-5 page and loads it into the Secure Cloud Browser. This capability enables users to view documents, while any unsafe elements are stripped out and kept away from the user and the endpoint.

A return to mission: Patient care

The implementation of Menlo Secure Cloud Browser has allowed Synapxe to protect users and IT assets without sacrificing productivity. Since the deployment, users from across the organization have reported a substantial enhancement in their web browsing experience, including a significant boost in productivity since the implementation. This improvement is particularly noticeable during peak hours when scalability issues are no longer a concern. For example, the performance improvement allows users to attend live streaming of all hands meetings via their browser rather than their personal device – a capability that users had requested and made their attendance more convenient for them.

The benefits of Menlo Secure Cloud Browser allow Singapore's healthcare professionals around the country to continue to use innovative, groundbreaking techhealth solutions to deliver positive health outcomes for all patients. A nurse no longer has to wonder if the patient portal is available. A doctor can rest assured that her next telehealth appointment will go off without a hitch. Administrators know that patient data is reliable and updated as appropriate. And, everyone has peace of mind that they are safe from even the most sophisticated cyberattacks.

Security and protecting patient data from attacks on the Internet is critical, but security shouldn't come at the expense of productivity, innovation or, in the case of Synapxe, people's health. Learn how you can protect your users and IT assets from Internet-based attacks without sacrificing productivity. Visit us at menlosecurity.com or ask@menlosecurity.com

MENLO SECURITY

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About Menlo Security

Menlo Security eliminates evasive threats and protects productivity with the Menlo Secure Cloud Browser. Menlo delivers on the promise of cloud-based security—enabling Zero Trust access that is simple to deploy. The Menlo Secure Cloud Browser prevents attacks and makes cyber defenses invisible to end users while they work online, reducing the operational burden on security teams.

Menlo protects your users and secures access to applications, providing a complete enterprise browser solution. With Menlo, you can deploy browser security policies in a single click, secure SaaS and private application access, and protect enterprise data down to the last mile. Secure your digital transformation with trusted and proven cyber defenses, on any browser.

Work without worry and move business forward with Menlo Security.