Case Study

University of Kansas Health System Sees Reduced Tool Sprawl, Massive Savings and Wow-Factor Support

There is no other product that compares, and no better team to work with.

MARK BAYLEY
University of Kansas Health System

Challenges

- Tool sprawl
- Issues with SSL decryption
- Troubleshooting network data
- Securing a remote workforce
- Budget reduction
- Aging infrastructure

Solution

- Gigamon Deep Observability Pipeline
- GigaVUE-FM
- GigaSMART® SSL/TLS Decryption
- GigaSMART Inline Bypass

Customer Benefits

- Saved between $200,000 and $500,000
- Reduced traffic up to 70 percent
- Full ROI within 12 months
- Accelerated threat prevention, detection and response time
- Decreased tool sprawl

Maximizing Tool Efficacy in Challenging Times

No industry has been more affected by the COVID-19 pandemic than healthcare. For healthcare IT the challenges and workload have been exponentially more complex — and important. At a time like this, the true value and efficacy of tools becomes apparent immediately.

"Without Gigamon we would not be able to realize the full value of our other network tools," says University of Kansas Health System, Mark Bayley. And for an institution with roughly 60,000 endpoints and 18,000 users, maximizing tool efficacy is not only a massive benefit but also an imperative.

With improved tool efficiency comes a reduction in the number of tools needed. In fact, once they started using Gigamon, the University Health System experienced a whopping 50 to 79 percent decrease in traffic to tools, plus optimized tools efficiency.

Security in the Time of COVID

For any organization, security has been a complex and precarious balance since the nearly global shift to remote work in the wake of COVID-19. For security in healthcare organizations, once again, the ramifications were exponentially amplified.

In addition to trying to secure nearly 1,500 remote workers almost overnight, as one of the largest and highly ranked healthcare organizations in the region, the University Health System became an instant target. "We have known entities going after our research...and we have a lot of attempts to try to steal information," says Mark. "They see a port and IP and hammer it."

Today's Improvement Will Carry Over to the Future

In spite of the abrupt shift and massive changes, he notes that any changes implemented will likely remain in effect going forward. Previously operating on a "pretty ancient infrastructure," the organization upgraded its VPN considerably to support a work-from-home environment.

Other critical changes wrapped into this period of transition include a move away from a traditional firewall perimeter. In turning to SSL decryption for multiple tools, as well as other security measures, "Gigamon was really fundamental to that," Mark continued. Swapping out less effective visibility solutions for Gigamon, gave the team "a lot of tremendous visibility across datacenters."

As a welcome additional bonus, improved visibility also means improved network troubleshooting. The ability to see into all data in motion, to "see what's going on, what's moving" across multiple firewalls was "helpful for us to troubleshoot problems very quickly."

Let's Talk Fewer Tools and Big Savings

Anyone would be hard-pressed to find an IT manager who doesn't like the idea of fewer tools — and therefore fewer staff, money saved and improved efficiency. But that's exactly what the team at the University Health System discovered with Gigamon. "We have significantly enhanced the use of our other platforms using Gigamon," says Mark.

At the outset of his tenure at the University Health System, Mark describes a scenario involving 34 or 35 different tools and 20 people that was just not efficient. But with Gigamon he notes "We're able to maximize what we do have" resulting in "one less thing we have to buy."

The results? He estimates an overall savings of between $200,000 and $500,000 with Gigamon. That's money that can go right back into the budget.

Wow-Factor Support

Sure, everyone knows that pre-sales support is a big part of any investment. But for Mark one of the most significant benefits of Gigamon was the superlative post-sales support he got from the Gigamon reps. After a planned turnover at the University Health System, those familiar with using Gigamon "were no longer with the company."

"I can't tell you how many times [they] came out and showed us how to use it," Mark said, referring to the sales team. "Our Gigamon rep and sales engineer are top-notch and have gone out of their way to help us on multiple occasions."

Describing one rep as having the heart of a teacher he goes on to say that the team "spent a lot of time with us, helping us to understand what we'd already purchased, what we could and should be doing with it."

Looking Ahead

"We've done a complete network rearchitecture and a good chunk of that has included Gigamon," says Mark. Thanks to Gigamon, the Health System went from a piecemeal, patchwork of solutions to a more comprehensive infrastructure. Now the organization is ready to look ahead for ways to further maximize efficiency, set goals and solve challenges.

For the organization's network security team, Gigamon is one of its "biggest line items." And because "a future vision is absolutely crucial to staying ahead of attacks," Mark says he would "very much like to do that" when asked about expanding the Health System's Gigamon offerings as part of its future strategy.

About Gigamon

Gigamon offers a deep observability pipeline that harnesses actionable network-derived intelligence to amplify the power of observability tools. This powerful combination helps IT organizations to assure security and compliance governance, speed root-cause analysis of performance bottlenecks, and lower operational overhead associated with managing hybrid and multi-cloud IT infrastructures. The result: Modern enterprises realize the full transformational promise of the cloud. Gigamon serves more than 4,000 customers worldwide, including over 80 percent of Fortune 100 enterprises, nine of the ten largest mobile network providers, and hundreds of governments and educational organizations worldwide. To learn more, please visit gigamon.com.