

Outcome Health Australia Uses Parallels RAS to Reinforce Data Security & Streamline Management



The Results



INCREASED DATA PROTECTION

Reinforced security by managing and centralizing data access.



ENFORCED USER POLICIES

Reduced risk of data loss and additional malicious activity via policies that limit access on user permissions, locations and devices.



ENHANCED SECURITY

Multi-factor authentication to strengthen data security and streamline user access.



CENTRALIZED DATA CONTROL

Streamlined data control to enable or restrict access to information on and off the system.

"First of all, the clients that we have worked with [...] we have an agreement that they won't take any data offsite, so we needed a mechanism to control that. Secondly, we needed multi-factor authentication (MFA). The reason why we chose Parallels RAS was because it allows us to do both."

Petar Latinovic
IT Security Specialist
Outcome Health, Australia

About Outcome Health

- Outcome Health provides a range of clinical and technology services to the primary health sector. For almost 20 years, the non-profit organization has been developing and implementing digital health solutions for health professionals.
- The company also provides consulting services that focus on solutions to help streamline health communication and data across a wealth of providers and programs.
- Outcome Health Australia is dedicated to every patient's journey. The core mission of the organization is to improve the quality of health service delivery to provide better access to appropriate health services, optimizing the health of the community.



Parallels is a global leader in cross-platform solutions, enabling businesses and individuals to access and use the applications and files they need on any device or operating system. Parallels helps customers leverage the best technology available, whether it's Windows, Linux, macOS, iOS, Android or the Cloud.

The company's solution portfolio includes the award-winning Parallels Remote Application Server (RAS), an all-in-one application delivery and virtual desktop infrastructure (VDI) solution that enables users to work remotely from anywhere, on any device, at any time.

The Challenge

From a business perspective, Outcome Health is divided into two main parts. Firstly, it provides Clinical Services, such as mental health and chronic disease nursing across the primary health sector. Secondly, Outcome Health has developed a reporting platform that is used by Primary Health Networks to conduct self-directed data analysis across a large range of de-identified data sets for population health planning, program development, evaluation, and research.

Given that the organization deals with numerous research cases with different partners, it needed a unified solution to make sure the information shared stays private. To prevent any data leakage, Outcome Health clients—which are often university affiliated—leverage a small subsection of the organization's datasets to complete the studies. To ease the process, Outcome Health provided them with a DataMart—also known as a subject-oriented database, or a partitioned segment of an organization's data warehouse—bound to the centralized environment of Outcome Health.

One of the main challenges was that the organization needed to find a virtualization solution that could allow them to provide access to the needed data without having clients take the data offsite. At the same time, they needed multi-factor authentication (MFA) to enable users to authenticate through two-factor or smart card authentication.

With Parallels® Remote Application Server (RAS), Outcome Health was able to do both. The main benefit was that Parallels RAS was extremely accessible because it allowed the non-profit to run it through their existing security systems.

The Solution

To restrict and further protect access to research data, Outcome Health was looking to implement Multi Factor Authentication (MFA), and other protection techniques. The organization looked briefly at VMware and Nutanix, but soon realized that both had higher installation and configuration complexity. Since only 15 user licenses were required, other market solutions assessed were deemed too costly and some of the features provided were unnecessary for what Outcome Health required. Parallels provided the perfect blend of functionality and price for Outcome Health.

“Deploying solutions such as VMware Horizon in any of the systems is a lot of work and a lot of money. But Parallels RAS is easy to install, easy to get up and running, and gives you all the features. What else can I ask for? And it's pretty cost-effective”, said Petar Latinovic, IT Security Specialist at Outcome Health Australia.

Outcome Health used Parallels RAS to cater to the needs of its clients without any risk of data loss. To provide its partners with streamlined access to subsets of datasets without losing data control, the organization split the license into multiple points, and then deployed Microsoft Remote Desktop Services (RDS).

Because it had several servers and hosts to port, each one had a separate installation of Parallels RAS. Rather than give triple access to the desktop, they decided to publish every application that was required. By providing streamlined access to different apps—mostly Stata and R—from the browser, Outcome Health was able to publish all applications needed by its clients based on their use.

The Results

For Outcome Health Australia, making sure its data stayed protected was crucial. With Parallels RAS, the organization was able to reinforce security by managing and centralizing data access. This way, it significantly reduced the risk of data loss and additional malicious activity with policies and multi-factor authentication that limit access on user permissions, locations and devices. By using Parallels RAS, the company has enhanced its data security profile while maintaining focus on its clinical, consulting and technology services.