



endian

Endian 4i Case Study - Instrumentation Laboratory

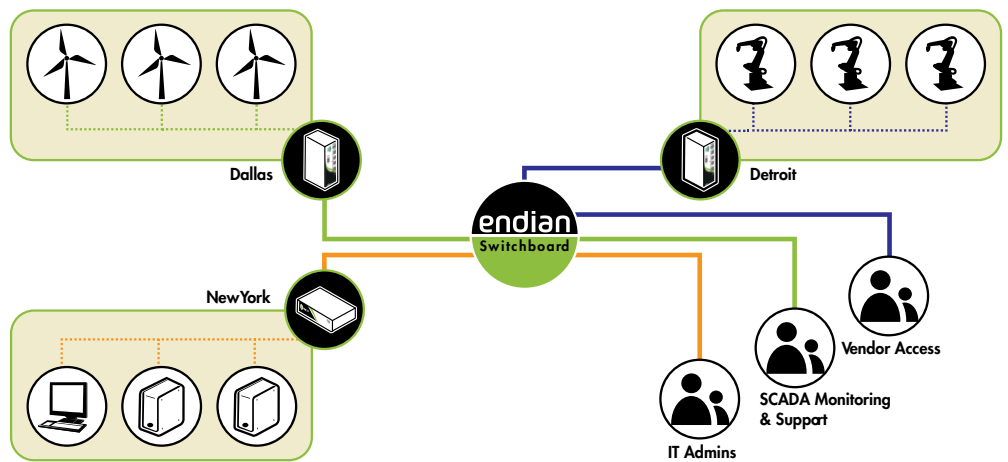


## Endian 4i and Switchboard for Instrumentation Laboratory

### Real-time monitoring of devices located in the users facilities, secure remote support and care: Endian's added value for Instrumentation Laboratory

Millions of Euros spent for technical staff on field intervention and the difficulty of remotely accessing important machinery located in healthcare facilities all over the world. This is the picture that **Instrumentation Laboratory (IL)**, world leader in production and distribution of clinical analysis systems showed **Endian**, leading IT security vendor.

Beyond supplying instrumentation, IL takes care of its monitoring and care as well. "To match up with IL needs, we undertook an impressive **M2M communication** project. Basically, it deals with allowing machine - to - machine communication (even between different locations), weather industrial appliances, gateways or electronic devices. **Endian Switchboard**, our control panel, coordinates the action." states **Diego Gagliardo, Endian COO**. He also adds: "Before implementing our technology, even daily and simple procedures - such as collecting logs for risk evaluation, - were a manual process."



Endian VPN Switchboard creates a protected tunnel to secure branch to branch connection and remote work on the machines.

Before Endian intervention, IL had two alternatives to reach their machinery: remotely operate on the appliances by using unproven tools (with no guarantees in terms of performance and proper data encryption) or investing huge resources in sending technical personnel to the customers sites to push through any kind of procedures, including log collection, machines monitoring and care. The Endian team worked on different aspects. Endian Switchboard is first of all a Virtual Private Network (VPN) concentrator. When needed, it creates a protected tunnel to secure branch to branch connection and remote work on the machines. The established connection is simple, stable and bidirectional, as to allow central management access for daily logs exchange. Through the Switchboard web interface, IL is able to manage technicians, partners' and end users' remote access to machinery, providing them with different and very granular permissions. Single users and groups can have different levels of authorization, – both in terms of which appliances can be accessed and what actions are allowed on the appliances themselves. Furthermore the Switchboard also integrates with IL's customer support portal, a central management system connected via API, allowing direct access and intervention to engineers and technicians. This helps a lot the staff that works on an already known tool. Alternatively, the link could have been made through Connect App, the Switchboard client.

Every end user is provided with an **Endian 4i 200 appliance**: it deals with an industrial firewall that filters harmful traffic, securing data flow. Moreover it represents the ideal VPN solution for branch offices and secure endpoint router for controlled temperature environments. The SSL VPN client is easy to configure and supports all the main platforms (Microsoft Windows, Mac OS X & Linux). Programmable Logic Controllers (PLC) are remotely monitored through it. This enables tools measurement, malfunctioning scanning and troubleshooting. Mobile access is enabled for iOS and Android devices, with no need to install third party software.

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### About Endian



Endian was founded in 2003 at Appiano, Italy, by a team of experienced network specialists and linux enthusiasts. Endian's goal and path of development are immediately clear: creating sophisticated Unified Threat Management (UTM) solutions, totally based on open source technology.



Using the Switchboard USB Provisioning tool, each Endian appliance is easily configured for quick deployment. This allows IL to efficiently set-up virtually thousands of Endian devices for central/remote management access to their diagnostic equipment around the world, while connecting the gateway to the central system with the chosen configuration settings. As most of the activities can be remotely run, IL worldwide technical staff can be dedicated to higher added value tasks.

In addition to supplying the complete solution and verifying the environment, Endian facilitated the technical training for IL staff. Today, Endian continues to offer very quick technical support, as required due to the critical nature of IL's industry.

Only two years after beginning the project, there are hundreds of systems connected to the Switchboard in Europe. The complete plan requires the implementation of the same solution in the United States. The yearly roll out is estimated to be 2000 systems, including the current working IL machines integration with the Switchboard and the new ones to be deployed. "Thanks to Endian we reached two important goals: we maximized our staff working activities while reducing our organization response – time, always keeping the same high quality level support for our customers." **Stated Elena Lattuada, IL Customer Service Director.** And Endian has accomplished all that without sacrificing IT security and data protection, rather providing a total respect of the strictest privacy rules.

End Customer	Solution
<ul style="list-style-type: none"><li>Instrumentation Laboratory <a href="http://www.instrumentationlaboratory.com">www.instrumentationlaboratory.com</a></li></ul>	<ul style="list-style-type: none"><li>Endian 4iEdge200 </li><li>Endian Switchboard </li></ul>



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Via Pillhof 47  
I-39057 Appiano, (BZ) Italy

Tel: +39 0471 631 763 | Fax: +39 0270 0594638  
E-mail: [info\[at\]endian.com](mailto:info[at]endian.com) | Web: [www.endian.com](http://www.endian.com)