Marshfield Clinic & Pragma System's Fortress SSH:
A Shot in the IT Arm for One of the Nation's Largest Medical Clinic Systems

The Client: Marshfield Clinic

The Marshfield Clinic system is one of the largest private, comprehensive medical practices in the United States, with 792 physicians representing more than 80 different medical specialties and subspecialties, 6,474 support personnel, and more than 40 locations in 35 Wisconsin communities throughout northern, central and western Wisconsin.

The Clinic system, which provides patient care, research and education, operates as a charitable corporation, with all of its assets held in a charitable trust. In the year ending Sept. 30, 2007, the Clinic engaged in 3,456,384 patient encounters with 365,734 unique patients, comprising people from every county in Wisconsin, every station in the nation, and 27 foreign countries.

Among other notable projects, Marshfield Clinic is conducting a landmark population-based research project aimed at linking genetic, medical, environment and other information. Researchers are currently working to recruit and track more than 40,000 voluntary participants from specific zip code areas in northern and central Wisconsin.

The Challenge: Heal Remote Access Issues for the IT Development Staff

Over the last decade, the IT development staff at Marshfield Clinic was faced with the need to secure access to its production servers, allowing its programmers to remotely examine logs and real-time status messages from custom-developed applications. Infrastructure Systems Manager Derek Dieringer said Marshfield Clinic also needed a secure way to grant select programmers concurrent access to deploy and execute programs. Making matters more complex, Marshfield Clinic development staff needed secure concurrent access to the development servers to deploy, run, and debug programs prior to deployment on production servers.

"The challenge essentially was that our programmers needed remote access to our servers to be able to monitor logs and start and stop jobs they had written," explains Dieringer. "We couldn't use Terminal

Services on these servers because it conflicted with some of our custom-developed applications. We thought about PCAnywhere or VNC but, in the end, we didn't want to grant them access to a complete remote desktop. Instead, we wanted to be able to lock it down more and just give them command line access."

The Choice: Pragma Systems

 Marshfield Clinic turned to Pragma Systems and its Fortress SSH Server technology – and a legacy relationship was born. "We turned to Pragma Fortress SSH Server, which afforded us secure access through SSH to all needed servers," Dieringer said. "All of our Marshfield Clinic custom-developed applications and tools are designed to run from the command line, making Pragma and SSH a perfect fit. By deploying Pragma, we were able to grant multiple developers concurrent access to our test and production servers through a secure, controlled channel."

In making its decision, Marshfield Clinic weighed Microsoft® Remote Desktop Protocol, PCAnywhere and VNC open-source remote desktop access. Other potential solutions proved to be "overkill," reports Dieringer. "They provided too much access at too high a cost. Pragma's Fortress SSH was built from the ground up to do exactly what we needed."

Andrew Tull, Vice President of Sales at Pragma, underscores the solid fit that the company's SSH technology is for the remote-access challenges faced by Marshfield Clinic. "We're thrilled that Marshfield Clinic saw – and continues to enjoy – the value and performance that our Fortress SSH offers," says Tull. "Our competitors offer solutions for desktops, not for servers, or they work only within a Linux/Unix environment. Organizations like Marshfield Clinic that seek Windows-driven solutions for secured, remote access find that Fortress SSH Server technology puts a check in every box."

Pragma Delivers!

Marshfield Clinic is just the latest in a long line of organization that rely on Pragma's outstanding performance, superior customer service and across-the-board reliability.

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    - Allows **secure file transfers**; and
    - Provides consistent, **reliable application delivery**
- Gives you and your company a **powerful, convenient** approach to protecting your network
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