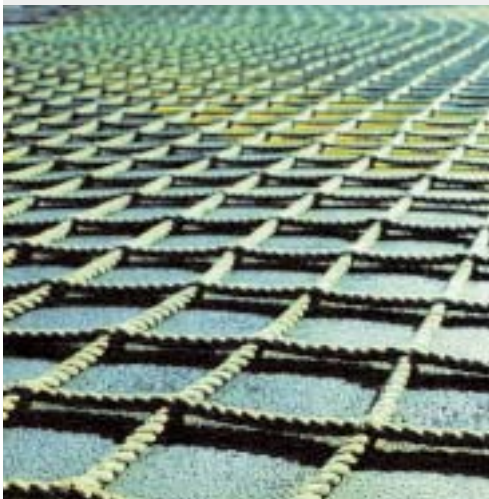


# SAFETY NET

## IN VIVO COMMUNICATION IMPLEMENTS A SECURE NETWORK



**IN VIVO COMMUNICATION OPENED ITS FIRST OFFICE IN SYDNEY IN 1996 AND HAS SINCE GROWN TO BE ONE OF THE LEADING SPECIALIST MEDICAL INFORMATION PROVIDERS AND TRAINERS IN ASIA PACIFIC, WITH BRANCH OFFICES IN MELBOURNE, SINGAPORE, LONDON AND BANGKOK.**

Today, In Vivo Communication provides registered doctors and health workers with up-to-the-minute information on the latest breakthrough medical products, drugs and procedures. Part of the Specialist Education Accreditation Committee, In Vivo Communication has developed one of the first courseware websites in the world that offers continuing education online ensuring doctors and health workers maintain their medical

triennium accreditation in order to continue practising.

In Vivo Communication provides practical medical educational opportunities in a variety of formats, including multimedia, video, books and printed publications as well as sessions with key opinion leaders and leader-led courses.

## THE CHALLENGE

**WHEN IN VIVO COMMUNICATION FIRST BEGAN PROVIDING TRAINING FOR DOCTORS AND HEALTH WORKERS, THE COMPANY DEVELOPED A MISSION-CRITICAL SET OF BUSINESS PROCESSES AND SYSTEM TOOLS.**

However, as the company grew and these procedures evolved, In Vivo Communication realised they needed to gain more visibility over their system in order to incorporate new processes that would help manage the business more efficiently.

This required connecting the offices around the world to the Sydney head office. In Vivo Communication's aim was to deploy a network of both centralised and distributed servers, which would provide an in-house Email system, a centralised billing system, a centralised Customer Relationship Management (CRM) database and an Enterprise Resource Management (ERM) tool.

In Vivo, Financial Director Brian Vincent, explains: "It is critical for us to meet customers requirements. However, when you have a number of

offices across a number of continents, trying to manage them as a single entity and provide access for our mobile users to their home network can be an interesting proposition.

"Our branch offices were using accounting systems and processes which were usually incompatible with our local systems, so when they supplied data it was in reams of paper-based inventories and accounting ledgers.

"These documents were usually out of date by the time they arrived in Australia and if we wanted to incorporate such data into our planning, we had to re-input it manually.

"We realised we could use the Internet to improve communications between the offices and put systems in place which would allow us more direct and immediate contact with our branches. The aim was to gain a substantial Return On Investment from our new network through improved efficiencies and reduced operational costs.

"Traditional solutions, such as dedicated intercontinental links were simply beyond our budget. What we were looking for was a cost-effective, secure and reliable solution that fell within our budgetary constraints."

THIS IS THE POWER OF THE NETWORK. now.



## THE SOLUTION

**IN VIVO COMMUNICATION CONTRACTED CISCO SECURITY PARTNER, THE SPECIALIZT, TO IMPLEMENT A SCALABLE, INTEGRATED SYSTEM THAT COULD GROW WITH THE COMPANY.**

The Specializt provided a solution based on Cisco's leading edge Virtual Private Network (VPN) and security technology, enabling In Vivo Communication to benefit from the cost effectiveness of using the Internet, with robust security to protect their data.

The project was deployed in two stages. The first being the implementation of the VPN hub and servers at the Sydney office where the primary PIX Firewall and VPN solution was deployed. This stage provided the basis for Internet and VPN connectivity as well as providing the server infrastructure for the email and centralised billing services.

The next stage was the deployment of the secondary Cisco PIX Firewalls to the regional offices in Singapore, Bangkok, London and Melbourne along with the deployment of the dedicated branch office servers.

Now all of In Vivo Communication's branch offices can connect to head office.

Clive Flax comments: "It was really important to make the whole process as smooth as possible, so we chose a product range that made it easy for us to design, project manage and implement without having to leave Sydney. We configured the devices and servers for each regional office to the stage where they were ready to

install and then shipped them out to each location. All that staff in these offices needed to do was to plug the Cisco devices into the system and switch them on.

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**CLIVE FLAX, DIRECTOR,  
THE SPECIALIZT**

"We chose Cisco technology because both hardware and software are fully supported and due to its key role, it had to be covered by a worldwide, time critical onsite replacement agreement. Another important consideration was the superior remote manageability features of the Cisco solution, this was especially important, in view of the wide geographic spread of In Vivo Communication's locations."



# THE RESULTS

**TODAY, IN VIVO COMMUNICATION'S REGIONAL BRANCH OFFICES ARE SECURELY AND COST EFFECTIVELY CONNECTED TO EACH OTHER USING A CISCO VIRTUAL PRIVATE NETWORK.**

Security is provided by a Cisco PIX Firewall in conjunction with a RADIUS server for user authentication. Remote and mobile staff members can connect to the In Vivo Local Area Network (LAN) and be authenticated prior to connection from anywhere in the world.

The Site to Site VPN and network of interconnected servers allows staff at In Vivo Communications in Sydney to effortlessly supply the branch offices with the electronic educational presentations and teaching aids required to provide doctors and health workers with critical training, product and drug updates and triennium accreditation.

Other benefits of the VPN include the storage of the company's financial records, which are collated centrally in digital format and the improvement in email confidentiality.

The email system is now securely housed within the protection of the Cisco Firewalls giving In Vivo peace of mind when it comes to maintaining confidentiality and protecting their clients' information.

**IN VIVO HAVE PEACE OF MIND WHEN IT COMES TO MAINTAINING CONFIDENTIALITY AND PROTECTING THEIR CLIENTS' INFORMATION.**

Brain Vincent comments: "By ensuring complete access to one managed system, we are able to better manage our customer requirements, providing a level of service which not only meets but exceeds their expectations."

## CONTACT US:

**IF YOU HAVE ANY QUESTIONS, OR WOULD LIKE TO DISCUSS HOW CISCO AND THE SPECIALIZT CAN HELP YOU, PLEASE FEEL FREE TO CONTACT US DIRECTLY ON:**

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