



Data Sheet

MEDITECH VPN

MEDITECH VPN (Virtual Private Network) is MEDITECH's Internet support solution managed by JJWild. It is a service which provides low-cost, high-performance connectivity to MEDITECH and selected partners for support. Remote support connectivity is a requirement of MEDITECH for implementation and ongoing support of system platforms. MEDITECH VPN Internet Support has the advantage of providing data security, cost savings, and reliable performance.

Highlights

MEDITECH VPN is a managed service that allows customers to take advantage of existing Internet connectivity to provide vendor support for MEDITECH, LSS and PtCT platforms, at a low cost. We make use of QoS (Quality of Service) technologies to add the highest possible reliability to the customer's existing Internet connection.

- **Compliance.** MEDITECH VPN design is compliant with the HIPAA Security Rule and the DoD Security Model, protecting the confidentiality, integrity, and accessibility of data. Unlike dial-up or even ISDN services, the IPSec 3DES encryption employed by MEDITECH VPN protects facilities from potential security breaches.
- **Fully managed and supported.** MEDITECH VPN is a managed and supported service from end-to-end. It features 24x7 monitoring of the link for maximum availability, and includes ongoing JJWild customer support, from installation through day-to-day operations. JJWild conducts tunnel monitoring and provides equipment and connectivity troubleshooting, hardware modifications/upgrades, and support for both hardware and software issues.
- **Reduced total cost of ownership.** MEDITECH VPN costs less to support and manage than ISDN or dial-up. This savings can be seen in the reduced cost of management, technical support, and equipment maintenance, resulting in an immediate return on investment. It can also be seen in reduced telecommunications charges. Though many IT departments may not track these costs, they are billed back to the customer and can add up, especially since modem transmission can be slow, resulting in lengthy connections which may drop mid-update.
- **Delivery conduit for future enhancements.** MEDITECH VPN also sets in place the infrastructure that will be necessary to deliver emerging services and technologies to the MEDITECH market. Some of these include JJWild's JSite disaster recovery offering and remote monitoring of systems and networks.

MEDITECH VPN Service Overview

As a trusted MEDITECH business partner, JJWild works with customers to conduct a simple site survey to determine the best configuration for their organization.

The network questionnaire is the first step in determining the current environment and routing options. It is to be completed by the individual responsible for the client organization's Internet connectivity, and is located at www.jjwild.com/meditech%5Fvpn%5Fquestionnaire.html. A JJWild Technical Support Engineer is available to work with the customer to help resolve any questions. Using the information provided in the network questionnaire, JJWild will assess the customer's current network topology, recommend any necessary modifications, and develop the configuration that works best with the

existing infrastructure to ensure a successful implementation. JJWild will then supply, configure, and provide remote installation of an appropriate Cisco VPN integrated services router at the customer site.

The Cisco router and Advanced Security Bundle is installed at the customer site which interacts with MEDITECH to establish a Virtual Private Network through a router-to-router IPSec tunnel. Using a dedicated high bandwidth Internet connection, MEDITECH VPN allows MEDITECH and partner staff to access the customer network for Service Issues and updates. For Client/Server customers running 5.5.2 or greater, authentication against MEDITECH's RADIUS server provides enhanced security encryption, and creates a detailed real-time activity log with links to the appropriate Service Issue information on MEDITECH.com. VPN technology allows JJWild Engineers to access the link for troubleshooting, triage, and remote installation purposes.

MEDITECH VPN Requirements and Specifications

MEDITECH VPN requires the following:

- One Ethernet connection to the ISP network (i.e., the Internet or WAN)
 - The ISP border router is the gateway to the Internet, allowing customers to leverage the dependability and bandwidth of their existing connection.
 - A public address in the same space as the ISP border router is required. It will be assigned to the MEDITECH VPN router external interface.
 - If there is a point-to-point cable between the firewall and ISP border router, it must be replaced with a switch or hub.

- One Ethernet connection to the customer network (i.e., LAN)
 - The MEDITECH servers and JJWild-supported devices will be the only hosts allowed access through the MEDITECH VPN when a connection is initiated from a MEDITECH VPN partner.
 - A private address in the same space as the hosts and devices is required, and will be assigned to the MEDITECH VPN router internal interface.
 - Gateway addresses for hosts or devices that are located on different subnets than the MEDITECH VPN router internal interface are required.

The MEDITECH VPN router is a separate connection for a specific use, and may not be used as a customer premise router.

MEDITECH VPN does not require a firewall. The MEDITECH VPN router is an integrated services router which runs a Firewall Internetwork Operating System (IOS) and acts as its own firewall.

In order to take advantage of the enhanced VPN features and functionality of MEDITECH's RADIUS server, customers must be running the live TCP Client (available with Client/Server 5.5.2+).

Summary

MEDITECH VPN is a robust, firewall IOS, router-based VPN network. It is built on leading edge technology and provides the highest level of availability, security, and reliability possible. Because of these attributes, MEDITECH VPN is a connectivity method strongly encouraged by MEDITECH. This solution enables customers to receive Internet support from MEDITECH and provides the option for partner support at a cost savings over ISDN and Frame Relay. The MEDITECH VPN service establishes the connectivity customers require without significant investment, while providing the infrastructure necessary to take advantage of future MEDITECH and JJWild offerings.