Cygna Auditor platform in the productive operation at the University Hospital Frankfurt am Main

About the University Hospital Frankfurt am Main

"Aus Wissen wird Gesundheit (From knowledge to health)" – the guiding principle of the University Hospital Frankfurt am Main".

Originally established as a foundation of the Jewish bourgeoisie in 1914, the University Hospital Frankfurt am Main is not only one of the most renowned but also one of the largest university hospitals in Germany, employing around 7,000 staff, running 32 hospital departments and 20 research institutes. A total of about 51,000 inpatients and 450,000 outpatients are cared for at Frankfurt University Hospital every year. The University Hospital cooperates with the Goethe University Frankfurt in the areas of research and general patient care. In addition, 14 lecture halls for over 4000 students, as well as further training opportunities for technical medical assistants, are available to the area of education, training and further education, in part through cooperation with the Goethe University in Frankfurt.

Patient safety is always a top priority. Comprehensive quality and risk management is an indispensable part of this.

The IT infrastructure of the university hospital is responsible for operating all central IT systems in the clinical network. Around 900 servers and systems, as well as a large number of company-central data areas and databases, are currently stored in virtualised, central storage networks. The data is distributed redundantly to two data centres. The department for central AD infrastructure is responsible for managing the network for a total of more than 600 switches, which in turn contain approx. 13,000 active network ports, routers, firewalls, wired network access points and almost 1,000 wireless LAN access points for wireless network access. One of the services coordinated here are the language and data services of the clinical and scientific areas.

The challenge

A regular backup of the Active Directory was previously carried out using Veeam and DataCore Continous. However, due to the increased delegation of administrative tasks to a growing number of people, the traceability of changes in the AD & file system was missing.

Which was an enormous administrative and time-consuming effort for the IT specialists at the University Hospital Frankfurt. Particularly Change Auditing, the complete traceability of changes in the ActiveDirectory and File System environment, is of great importance in the medical sector.Being classified as a KRITIS company also increased the requirements for change auditing enormously. By taking appropriate measures, it will be possible to restore accidentally deleted or lost data in a time-efficient, cross-linked and trouble-free manner in the future.

With this in mind, the university hospital searched for an auditing solution that met these specific requirements.

"The live demonstration of the Cygna Auditor platform at the N3K specialist forum in Frankfurt, really impressed us," says Ralf Kutt

The first contact with N3K was established almost 10 years ago on the N3K specialist forum. The Cygna Auditor Platform was introduced in autumn 2019 and was met with immediate enthusiasm by the IT specialists at Frankfurt University Hospital. Nevertheless, the IT specialists at the university hospital informed themselves about what was available on the market through trade journals, the web and at the it-sa trade fair as part of the project planning and budgeting process. Following an extensive comparison of the competitors, the university hospital decided in favour of N3K's offer.

Following the recommendation of the N3K Group consultant team, a Proof Of Concept (POC) was carried out, which met the specific requirements of the client. Within the framework of this POC, the university hospital had the opportunity to diagnose problems from daily practice. As a result, the time and cost efficiency of the N3K module solutions became directly visible to the IT specialists at the university hospital in everyday operations.

"The cooperation with N3K and Cygna Labs has been very positive throughout the entire project cycle," says Ralf Kutt.

The challenge during the POC was that directory-based rather than file-based auditing solutions were needed. The convenient situation that Cygna Labs operates as an integral part of the N3K Group allowed us to take advantage of this. Cygna Labs and N3K implemented a directory-based solution within a few weeks. Another, previously unknown challenge arose during the test phase. A hardware incompatibility between

the Fujitsu Siemens servers at the university hospital and the Cygna Auditor for File System. This was yet another instance where N3K and Cygna Labs development were able to respond immediately. Driver support within the module was realised in just a few weeks, which does justice to these particular idiosyncrasies.

The cooperation with N3K and Cygna Labs has been very positive throughout the entire project cycle. What was particularly pleasing was that the N3K experts had directly involved us in the development. This meant we were in direct exchange with the Cygna Labs development department in Canada," says Ralf Kutt, IT administrator for internal IT infrastructure at Frankfurt University Hospital.

Rollout / Implementation

The two modules Auditor for AD & Auditor for File System were implemented in October 2020. The process of implementing the solution proceeded smoothly and within the planned timeframe.

Ralf Kutt: "The cooperation with N3K and Cygna Labs has been very positive throughout the entire project cycle. The queries were dealt with quickly. What was particularly pleasing was that the N3K experts had directly involved us in the development. We have always been in direct contact with Cygna Labs in Canada."

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Ralf Kutt considers the Cygna Auditor Platform modules to be future-oriented and indispensable for any troubleshooting. As soon as the Cygna Auditor modules were implemented, the orthopaedic clinic was integrated into the IT infrastructure of the university hospital. With the help of the Cygna modules, the IT department was able to do this easily and time-efficiently.

An important reason for the project's successful course was that we always stayed in contact and in dialogue with Cygna Labs and N3K, says Ralf Kutt.

About N3K Network Systems

N3K's success is based on its high level of expertise and experience in three specialist areas: IP Address Management, Active Directory & Cloud Auditing and Privileged Access Management, which are the company's main focus. This allows concepts tailored to the customers' individual requirements to be realised. Individual software products are only ever specialised tools and not a complete solution yet. Therefore, N3K supports customers throughout the entire project cycle regarding needs analysis, conception, project planning, implementation and training. On top of this, there are extensive maintenance services including worldwide 24/7 support and direct dial-in at the customer's premises.

www.n3k.com

About Cygna Labs

Cygna Labs is a leading compliance solutions provider that offers unique insights into hybrid Microsoft IT infrastructures.

The Cygna Auditor platform is designed from the ground up to protect data regardless of location, providing insights into user behaviour, system configuration and data sensitivity.

Organisations around the world rely on Cygna Labs to identify and proactively mitigate data security threats, manage compliance audits cost-effectively and with less effort and boost the productivity of their IT departments.

www.cygnalabs.com