

**CASE STUDY**

How we supported **NHS Lothian** successfully implemented Global Server Load Balancing across their network, facilitating a seamless transition from NetScaler to F5.



**Implementation of F5 LTM:** FullProxy's technical Consultants implemented F5 LTM to effectively manage incoming and outgoing network traffic, optimising network performance and security. This solution ensures precise traffic routing and enhances



**Global Server Load Balancing Implementation:** FullProxy's expert advice and support enabled NHS Lothian to successfully implement Global Server Load Balancing across their network, facilitating a seamless transition from NetScaler to F5. This ensured that the



**Ongoing Collaboration and Support:** FullProxy's ongoing collaboration with NHS Lothian ensures that their network remains current and secure. This includes providing regular updates for F5 appliances and addressing any emerging network

## The client

NHS Lothian is a provider of comprehensive healthcare services in Scotland covering areas including Edinburgh, Midlothian, East Lothian, and West Lothian. They approached FullProxy for consultancy assistance in optimising their network following a problematic experience with a previous service provider. Having initially implemented NetScaler, they needed technical expertise to help them rapidly and seamlessly transition to F5 appliances. FullProxy consultants stepped in to efficiently resolve all related issues within just one month, and provide ongoing collaboration and guidance.



## The challenge

NHS Lothian had recently discovered that their F5 appliances were improperly configured, exposing them to potential vulnerabilities. Incorrect configurations can lead to errors, leaving systems susceptible to exploitation by attackers who may exploit flaws in the absence of issued patches. Threat actors can exploit default passwords, abandoned user accounts, or outdated access permissions, presenting a serious risk to network infrastructure.

The situation was time critical. Managers in cyber healthcare are perpetually aware of the cyber threat to sensitive patient data; lacking adequate protection, NHS Lothian faced the risk of cyber criminals compromising and leaking patient information. Recognising the urgency, they turned to Gold Partner F5 specialists FullProxy to address the situation and help safeguard their network.



## What we did

FullProxy's expert consultants solved the issues that the university was facing by configuring F5 BIG-IP Access Policy Manager (APM) to meet their needs for better remote access for staff and students.

F5 BIG-IP Access Policy Manager (APM) offers compatibility with numerous authentication systems, ensuring optimized access control while seamlessly integrating with other F5 modules including F5 BIG-IP Local Traffic Manager (LTM) to provide secure application solutions beyond standard VPN capabilities. FullProxy provided in-house training for the University's help desk, network, and F5 teams so that they knew what to do if the F5 BIG-IP Access Policy Manager (APM) had any issues. We also installed F5 BIG-IP DNS to provide global server load balancing across data centres to ensure application availability and resilience.



### The Result

FullProxy's expert technical consultants implemented F5 LTM to manage incoming and outgoing network traffic effectively. Beyond optimising network performance and security, F5 LTM excels in intercepting and redirecting traffic, inspecting and transforming data, handling SSL certificate-based authentication, and compressing HTTP responses. This comprehensive approach not only ensures precise traffic routing but also enhances network security by offloading tasks typically handled by web servers.

With FullProxy's expertise, three acute hospitals successfully implemented Global Server Load Balancing across their network, facilitating a seamless transition from NetScaler to F5. FullProxy consultants provided in depth advice on design and implementation, addressing all network issues within a month and ensuring the updated design and implementation fully aligned with the NHS Trust's Cyber Security requirements.



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