Transforming Healthcare IT with User Workspace Management

Today's healthcare organizations face many unique challenges as they race to meet meaningful use criteria and other healthcare reforms

Preparing an outdated IT infrastructure to support the implementation of a new Electronic Health Record (EHR) system and the latest user devices are proving to be a monumental task for many healthcare organizations. By focusing on the needs of the user directly, rather than a desktop or device, User Workspace Management (UWM) provides healthcare IT multiple solutions to meet today's challenges as well as opportunities to improve patient care and increase operational efficiencies.

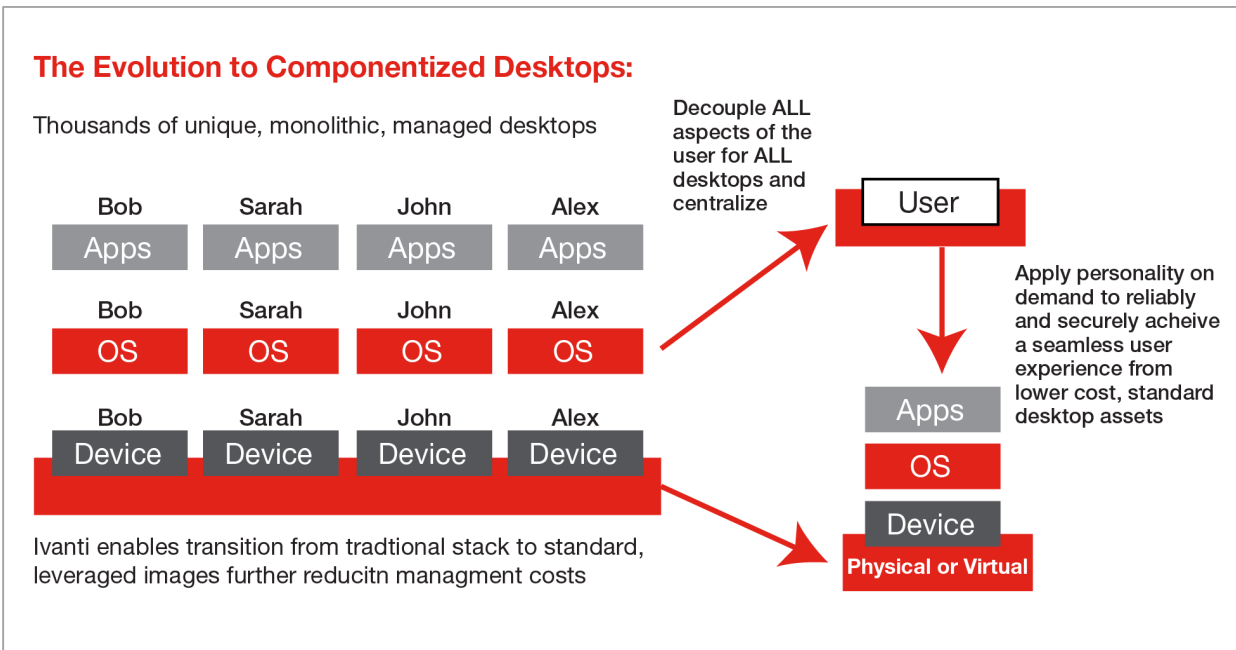## Today's healthcare industry challenges.

The rapid change in the current healthcare landscape is unprecedented. Key challenges include:

- Delivering high-quality patient care
- Improving clinician experience and productivity
- Meeting regulatory compliance demands and protecting patient data in ensuring availability of mission-critical clinician desktops and applications
- Driving IT operational excellence while lowering costs
- As intimidating as these challenges may be, they present an opportunity to profoundly change the way IT works within the healthcare organization.

Leading organizations are focusing on leveraging the American Recovery & Reinvestment Act (ARRA) stimulus funds to update and transform their IT infrastructure. They are relying on their IT departments to help them cut costs while enhancing services. The combination of the increasingly complex healthcare ecosystem, demanding users (clinicians), federal mandates, and aggressive deadlines, is placing extraordinary pressure on IT departments to deliver operational excellence with limited budgets and staffing resources.

What is UWM?

UWM ushers in a new era for healthcare IT, by decoupling users from devices, enabling users to work with whichever devices and applications will maximize their productivity, and fundamentally changing the economics of IT. Isolating user data enables IT to precisely administer users by device, location, or application. The user experience remains secure, predictable, and personalized, with bullet-proof reliability. IT can give users complete freedom of choice to use whichever devices suit them, and deploy a user-specific desktop to any device in any location at any time.

The Evolution to Componentized Desktops:

Thousands of unique, monolithic, managed desktops

Decouple ALL aspects of the user for ALL desktops and centralize

Bob	Sarah	John	Alex
Apps	Apps	Apps	Apps

Bob	Sarah	John	Alex
OS	OS	OS	OS

Bob	Sarah	John	Alex
Device	Device	Device	Device

Ivanti enables transition from tradtional stack to standard, leveraged images further reducitn managment costs

User

Apply personality on demand to reliably and securely acheive a seamless user experience from lower cost, standard desktop assets

Apps

OS

Device

Physical or Virtual

Meeting regulatory compliance demands and protecting patient data

UWM enables healthcare organizations to adhere to industry regulatory and compliance standards such as Health Insurance Portability & Accountability Act (HIPAA) and Payment Card Information (PCI), by ensuring that both patient and payment information are protected with appropriate safeguards in place. IT can selectively restrict user access to applications that contain HIPAA and PCI data and log actions of employees as well as lock-down users to prevent them from being able to print, save, or otherwise take confidential data off-site.

By dynamically delivering security settings based on parameters such as location, device and user group, a high level of security is achieved in a very mobile work environment, allowing IT to provide continued, seamless and remote access to systems and data, while adhering to regulatory and compliance standards.

"The solution from User Workspace Manager gives us strong platform control and does the heavy lifting with its Active Directory and group policy features."

Lee Eilers, Remote Access Services Team Lead, CDC

Ensuring availability of mission-critical clinician desktops and applications

Given the nature of the services provided by healthcare organizations, there is increasing dependency on the continuous availability of IT systems.

UWM can serve as a strategic IT tool by enabling business continuity in the midst of disruptive events. IT is enabled to transition to a backup Disaster Recovery desktop infrastructure while preserving the clinician desktop experience and applications. This results in zero downtime and productivity loss. Further, IT can deliver significant helpdesk efficiencies through tighter change control, self-healing of many

common user personality issues, and fast recovery from other issues through user personality snapshot/rollback capabilities. The ability to standardize the desktop and apply user personality on-demand also greatly reduces the traditional downtime associated with OS migration and PC hardware replacement.

"Ivanti has allowed our physicians to experience a consistent and stable workstation every time they logon. The desktop performs exactly the same despite the PC's year or model."

Nick Volosin, ISS Director of Technical Services, Kaweah Delta Health Care District

Driving IT operational excellence while lowering costs

UWM accelerates the implementation of and compliance with government-mandated new technology programs such as EHR and other Health Information Technology (HIT) initiatives to help healthcare organizations leverage federal stimulus funds and avoid penalties tied to the timely implementation of these systems. It also enables IT to implement industry best practices that transform existing infrastructure optimization levels toward a more dynamic, core infrastructure model whose benefits include:

Improved logon times and faster application launches

Optimized resource utilization and user experience on shared server-based computing infrastructure

Lower storage costs for virtual desktop infrastructure deployments through a personalized experience standardized, non-persistent desktop images

Increased responsiveness to security configuration changes and vulnerabilities

Finally, UWM enables a user-centric view to devices, thereby removing the burden of per-device, per-desktop management. By managing the user independently of the device or platform, large complex IT projects can be implemented faster and easier, at significantly lower costs and with much better results.

Conclusion

UWM facilitates the move towards a more secure, well-managed, and dynamic core infrastructure model with:

- Significantly less user-related complexity
- Precise control over every user even as the desktop environment becomes more dynamic
- Bullet-proof reliability and predictable user experience
- Freedom of choice as new devices and technologies become available

This reduces overall IT cost and risk, eliminates complexity, improves IT resource utilization and responsiveness and makes IT a strategic asset for the business - one that drives innovation and aligns to changing business needs.

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