IGEL FOR HEALTHCARE

Achieving Better Patient Outcomes with a Simpler and More Secure End-User Computing Approach

In healthcare, technology innovation has a direct impact on patient outcomes. Removing friction from clinicians' daily workflows allows them to help more patients and focus their complete attention on delivering outstanding care. Technology also plays a strategic role in helping healthcare organizations meet the industry's high standards for patient confidentiality and information protection.

Factors like these have led many healthcare organizations to embrace Remote Desktop Services (RDS) and virtual desktop infrastructure (VDI). Shifting end-user computing resources to centralized data center or cloud environments and reducing endpoint complexity and security exposure is a winning formula for healthcare. Clinicians enjoy a seamless and responsive experience as they roam between points of care; and healthcare IT teams can vastly ease their device management burden and improve their ability to meet strict government and industry regulatory compliance requirements.

Dramatically Reduce Hardware Costs

IGEL can repurpose any 64-bit x86 device with 2 GBytes of RAM into a highly responsive, centrally managed endpoint. This substantially reduces hardware costs while bringing both new and older devices together into a unified management framework.

But the benefits of desktop virtualization are only realized by healthcare IT teams that truly achieve simplicity and security at the endpoint. Many first-generation RDS and VDI endpoints were either Windows PCs in disguise or so limited in their capabilities that they traded Windows management and security headaches for a new collection of challenges.

Only IGEL combines powerful, centralized management with a purpose-built software-defined endpoint operating system that is:

- Designed to be configured and managed remotely
- Platform independent — capable of running on a broad range of traditional PC and thin client hardware
- Lightweight and secure by design
- Capable of supporting the functionality demands of mission critical healthcare environments.

Based on a highly secure Linux distribution with a secure, containerized browser, IGEL OS supports over 80 integrations with leading third-party software and hardware technologies. These partnerships include the healthcare industry's most popular authentication and single sign-on hardware and software solutions, along with other key healthcare peripherals such as dictation and signature capture devices.

Windows-based applications still play an important role at many healthcare organizations, but keeping Windows in the data center or the cloud provides numerous benefits:

- Faster login times at the point of care
- Better user experience for roaming clinicians
- Tighter control over sensitive patient data
- Minimized exposure to malware and other endpoint security risks
- More controlled and efficient Windows upgrades
- Less frequent need to upgrade endpoint hardware

IGEL for Healthcare (representative partnerships*)
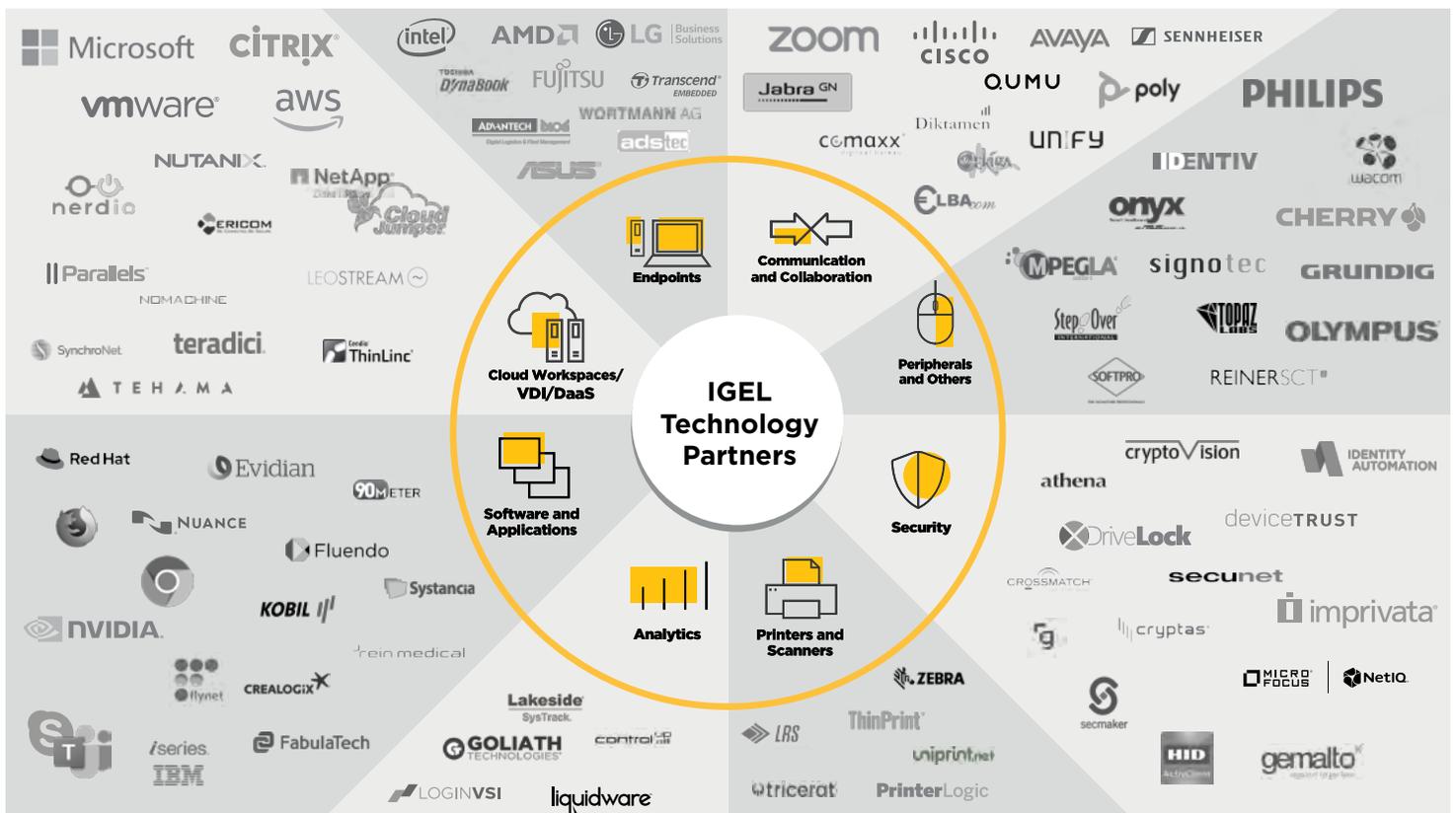
*For a complete list, please contact info@igel.com

Of course, virtualized enrivonments aren't immune from risks and potential pitfalls. Fortunately, IGEL helps overcome many of the traditional obstacles to successful RDS and VDI use in healthcare environments:

Healthcare Challenge	How IGEL Helps
Time-consuming administration due to complex and slow management tools	IGEL's Management Console (UMS) makes it possible for one part-time administrator to optimize, image, and control up to ten thousand diverse endpoints from a single console.
Slow log-on times for clinical staff	IGEL's vast and growing partner ecosystem (80+) includes market leaders in performance optimization, and IGEL OS always stays current with the very latest protocols, interfaces, and firmware versions from its partners.
Single sign-on not working reliably or efficiently	IGEL's single sign-on and security technology partners include *integrated* solutions with market leaders such as Imprivata, ensuring consistent, high performance.
Need to support a variety of healthcare device types, vendors, and form factors	IGEL OS runs on any compatible 64-bit x86 device, expanding endpoint device choice for healthcare organizations with specialized form factor requirements.
Host virtual client software and endpoints are not compatible	Linux-based IGEL OS is updated with new feature releases four times per year, ensuring support for the very latest software/firmware updates from Citrix, Microsoft, and VMware.
Firmware updates on endpoints are inefficient	IGEL UMS directs firmware updates to all endpoints under management from a single console and performs efficient "buddy updates," reducing bandwidth required to update geographically dispersed devices.
Missing or out-of-date drivers for key peripherals	IGEL's technology partner ecosystem includes the top peripheral/imaging/printing companies. Through its four major releases per year, IGEL OS stays current with the latest drivers for each of these peripheral providers.
Multi-factor authentication support limitations	Multi-factor authentication plays a critical role in controlling access to drug cabinets, secure areas, or specific workstations, and IGEL's focus on compatibility ensures that healthcare staff can always use the latest readers and authentication technologies.
Endpoint devices require replacement "refresh" every 3 or 4 years, which is extremely costly and disruptive	Lab, imaging, and patient care equipment put huge strains on healthcare organization budgets. Out-of-date endpoints that require replacement only add to the problem. Since IGEL software-defined endpoints run on any existing compatible 64-bit x86 devices, endpoint hardware "refreshes" can be either significantly delayed or bypassed altogether. This frees up hardware budget with a more direct impact on quality of care.
Complaints from clinicians regarding their user experience	Rapid access to key healthcare applications and patient data is critical to achieving positive patient outcomes. Whether they need detailed resolution for medical images or high-quality voice, video and multimedia support, IGEL helps you deliver a consistent and reliable user experience.

> " Over time, we have seen costs for hardware, power, and support drop. Users are able to work faster in a VDI environment thanks to features like session roaming and faster login with Imprivata. Our desktop IT support staff have a much easier time managing the IGEL fleet than they ever did with 4-5 different desktop models. Our deployment times have also gone way down."

Allen Fox, formerly IS INFRASTRUCTURE MANAGER, BEND MEMORIAL CLINIC

bmc Total Care™
Bend Memorial Clinic™

In healthcare, seconds matter — and security and confidentially are paramount.

- Giving clinicians simple, fast, and reliable access to key applications and data has a direct positive impact on the quality of care they can provide.

- Empowering healthcare IT teams to work more efficiently and enjoy freedom of hardware choice significantly reduces costs.

- A comprehensive information security and compliance strategy greatly reduces risk.

At IGEL, we've spent decades perfecting our software-defined endpoint operating system and endpoint management software to address the unique needs of healthcare organizations. We have proven success helping healthcare providers achieve better patient outcomes while protecting patient confidentiality and adhering to critical security and privacy regulations.

From stateless endpoints for highly secure access to healthcare applications to embedded support for single sign-on to secure roaming and data protection, we're committed to giving hospital and medical staff users a familiar, secure, and trouble-free workspace.

Learn more about IGEL in healthcare at **https://www.igel.com/solutions-healthcare/**

Visit us online at **igel.com**

Revolutionary in its
Simplicity