

IGEL OS: The Ideal Next-Gen Endpoint OS for Healthcare Mergers and Acquisitions

Many businesses today are undergoing a series of transformations. These can take several forms, from digital infrastructure updates to organizational right-sizing to regional or even global expansion. As a result, mergers and acquisitions have become commonplace. This M&A activity has been seen in transportation with airlines and shipping, in life sciences with pharmaceutical firms, and in healthcare just to name a few. According to Vertess Research, 1,182 M&A deals were completed just within U.S. healthcare alone during 2018, with seven transactions involving sellers with net revenues of over \$1 Billion. As these firms combine forces to expand their reach and/or achieve new levels of production, the resulting new, combined organization can face significant challenges with its digital infrastructure and newly combined and expanded IT organization.

One specific area within IT that faces particular disruption and strain is endpoint management and access to critical IT-provided services. Historically, most companies evolved to a position with one, or maybe two, platforms in place to manage and control their people's endpoint device usage. With the recent surge in year-over-year M&A activity however, it is not unusual for an organization to end up with three, four, or even more platforms focused on managing user endpoint devices from multiple hardware and software providers. The result is a cumbersome and costly mix of disparate endpoint hardware and operating systems, as well as multiple isolated endpoint management platforms that cannot be integrated. This creates a myriad of challenges for the combined organization, including

- A mix of disparate endpoint hardware from different vendors, each of which has its own flavor of OS (Windows 7, Windows 10, Windows Embedded, multiple Linux distributions, MacOS, etc.), maintenance and system management, and update/upgrade procedures
- “Newly arrived” endpoint hardware that may be fully depreciated and near its expected useful life, implying upcoming costly and disruptive hardware refreshes in multiple locations
- Architecturally segregated users' inability to access key healthcare systems like Cerner and Epic
- Inconsistent or lost integration with the latest version of critical security and single sign-on systems from companies like Imprivata
- Disjointed and disconnected access to printers, card readers, scanners, copiers, and other peripherals (headsets, signature pads, dictation foot pedal equipment, etc.) due to either lack of support for those devices or outdated integration firmware
- Inconsistent access to full end-to-end solutions for users due to a lack of enterprise-wide integration with key ecosystem technologies
- Difficulty in maintaining full compliance with critical healthcare patient privacy protection mandates like HIPAA and GDPR
- Out-of-date versions of virtualization client software from Citrix, Microsoft, or VMware
- Inconsistent or unpredictable access to cloud-based resources from the likes of AWS and Azure

This list above could be even longer, but the point is, when disparate endpoint hardware platforms, operating systems, and management and control software is suddenly “combined”, the end result for a newly merged organization can be a state of productivity paralysis and worse yet for healthcare, a costly disruption that may negatively impact quality of service all the way to patient outcomes.

Fortunately, there is a platform-independent solution available today that can easily and seamlessly address the above areas of concern and unify the management and control of all endpoints across a merged healthcare organization, without requiring the addition of any new endpoint devices. It's called IGEL OS.

IGEL OS is the next-gen edge operating system for cloud workspaces that enables easy and fast conversion and integration of **all** an organization's endpoints, regardless of brand or existing management software, while allowing highly secure and productive access to virtualized apps, desktops, and cloud workspaces. Based on a long-term service release of Linux, IGEL OS is "modular" in that it's built in layers, which are checksum tested, with a read-only file system and custom partitions for extensibility. Since it is Linux-based, IGEL supports a vast ecosystem of well over 80 integrated partner technologies to help ensure your end-to-end healthcare systems and solutions stay up. In fact, with a track record of rapid deployment of partner technology interfaces and protocols post-release on IGEL OS, IGEL helps ensure your entire healthcare endpoint estate keeps running with the latest software from each of IGEL's technology partners. Consider the following graphic:



IGEL OS is easily installed on all your existing 64-bit x86 compatible endpoint devices (up to tens of thousands from one console) including PCs, MacBooks, tablets, and thin clients from a broad range of hardware providers. Where new endpoints may be needed, IGEL also offers world-class, compact endpoint devices designed for ultra-high reliability, great performance, and prolonged non-stop operation.

Healthcare is perhaps the most extreme example of the critical need for reliable, non-stop end-to-end operation and productivity. Lives can literally depend on it. With platform-independent and highly secure IGEL OS that easily installs and runs on any compatible 64-bit x86 device, management and control software that is legendary for its simplicity and ability to drive down operational costs, and a vast network of integrated partner technologies that stays current with the latest firmware, only IGEL can enable healthcare organizations that undergo a merger and acquisition to seamlessly exit the process more productive, more efficient, and, most importantly, further equipped to offer patients better care than ever before.

Case Study: Following Acquisition, Diversicare Saves over \$600K in One Year Using IGEL

Diversicare, a premier provider of post-acute care, operates 76 facilities located across 10 U.S. states. Following an acquisition that included 22 new data centers, its IT team was faced with disparate systems, aging hardware, and rising IT management costs. “We acquire a new center and literally at midnight we make the switch to Diversicare’s IT infrastructure. The switch has to be fast, secure and seamless,” said April Marbury, CIO of Diversicare.

Using IGEL, Diversicare was able to transition to a standardized and modernized management infrastructure that also reduces costs by repurposing existing hardware.



Repurposing the old hardware gave us exactly what we needed, at each center, even with many devices to deploy we were in and out within 30 minutes,” said Shanna Persful, Director of IT Ops.

The shift was basically transparent to the end users; and, for IT, created a single, homogeneous desktop landscape that is easy to manage with a simple drag and drop interface”

The IGEL approach saved Diversicare over \$600K in year one cost in hardware and software licensing savings alone.

[> Read the full case study](#)

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