



SOLUTION BRIEF

IMPROVING PATIENT CARE THROUGH PROACTIVE, FAST, AND SECURE DELIVERY OF CLINICIANS' DIGITAL WORKSPACES AND CERNER MILLENNIUM

The Goliath Technologies and IGEL partnership enables Health IT to proactively monitor and troubleshoot the end-to-end clinician experience across *Cerner Millennium*[®] while centrally managing, controlling, and securing all endpoints. In today's healthcare environment, no patient can be cared for without a clinician logging into their virtualized desktop (i.e. Citrix, VMware Horizon) and accessing *Cerner Millennium*. It is critical that when a clinician logs in, they have fast and reliable access to *Cerner Millennium* and other mission-critical clinical applications. There is no room for downtime or slow logon speeds when clinicians are actively caring for their patients.

Optimize and Secure Clinician Workspaces with IGEL

When hospitals select IGEL, they receive the next-gen edge OS for their cloud workspaces to simplify system-wide management while optimizing the performance and efficiency of all endpoints from a single console. They not only reduce their IT costs by maximizing the benefits of their existing infrastructure and hardware investments while reducing ongoing operational costs, but they also enable clinicians to work securely from anywhere, anytime, and on any device.

Monitor and Troubleshoot Clinician Experiences on *Cerner Millennium* with Goliath Technologies

Goliath Technologies provides Health IT the tools to anticipate, troubleshoot, and document end-user experience issues regardless of where their infrastructure, workloads, or clinicians are located. For health systems using *Cerner Millennium*, Goliath provides visibility into all IT elements that can impact the clinician experience from the endpoint login to the Millennium point of access. There are network, user behavior, server, connection, and application issues that can all disrupt a clinician's digital experience. It is critical those issues are proactively found to quickly troubleshoot and find the root cause to prevent disruption in patient care.

Goliath Technologies and IGEL can be purchased directly through Cerner.

Deliver Proactive Health IT

Health IT has a critical role in delivering quality care to patients as they are responsible for ensuring that the infrastructure and applications clinicians need daily are fast and available 24x7x365. With Goliath Technologies, Health IT teams can proactively prevent performance issues with *Cerner Millennium* and other apps serviced within a virtualized infrastructure powered by Citrix or VMware Horizon. Before clinicians even attempt to logon or access an application, Goliath Technologies automatically and intelligently checks the application delivery infrastructure for events, conditions, or failure points, and alerts on any potential issues. The solution automatically checks over 250 environmental factors that are commonly known for causing slowness or disruption in the clinician's experience. With granular performance metrics on all the IT elements, including EHR applications, administrators discover issues proactively and quickly remediate before clinicians' work can be impacted. It is through Goliath Technologies' advanced monitoring and troubleshooting software that preventative care for the clinician's workspace is enabled. In addition, IGEL's Universal Management Suite (UMS) software, famed for its simplicity, can be configured for high availability to help ensure non-stop management and control of all IGEL-powered endpoints throughout the healthcare organization.

Service and Manage Hybrid IT Infrastructures

Hospitals trust IGEL because IGEL OS offers excellent performance and rapid access to key clinical applications on any compatible x86-64 device. The IGEL UMS enables central endpoint management, control, and security across their hybrid software and hardware infrastructure. As technologies evolve, it is not economically feasible to always remove older devices across an entire IT environment. With IGEL, IT has the control of where and when they upgrade, as all their compatible endpoints, old and new, can be managed from a single console, giving clinicians the most relevant and secure digital workspace. As more endpoints and technologies are added to the workspace, Goliath Technologies adds an additional layer of safety with active, predictive monitoring and troubleshooting tools that work across a hybrid infrastructure, alerting any time an issue is discovered that impacts the clinician experience.

GOLIATH TECHNOLOGIES AND IGEL DELIVER VALUE TO HEALTH IT

- **Reduce EHR slowness & downtime** – purpose-built module monitors availability and performance of *Cerner Millennium* and other mission-critical clinician applications, proactively alerting any time slowness or downtime is discovered that could impact clinician experience.
- **Decrease support tickets** – proactively alert IT administrators when workspace, Citrix, VMware Horizon, or *Cerner Millennium* issues are discovered and remediate the issues before a ticket is even submitted. Moving Windows off endpoints and replacing with the IGEL OS operating system can oftentimes reduce endpoint-related trouble tickets by up to 95%.
- **Speed up Citrix or VMware Horizon logon times** – solve slow logon tickets faster, leveraging metrics around the delivery infrastructure, *Cerner Millennium*, and end-

user behavior to isolate root cause and resolve performance issues quickly. Enable streamlined troubleshooting to quickly identify root cause of performance and application issues for fast remediation.

- **Improve clinician experience** – clinicians require their workspace and *Cerner Millennium* to be fast and available 24x7x365, which can only be achieved with automated, intelligent workspace monitoring and management. IGEL OS includes integrations with over 90 partner technologies, including those most prominently used within healthcare (e.g., Imprivata for single sign-on, Nuance for dictation). And IGEL's end-to-end chain of trust helps ensure not only an excellent clinician experience, but a secure one as well.
- **Deliver high-quality patient care** – through seamless access to mission-critical clinical applications, clinicians can remain focused on the patient and on improving the quality of care. For off-sight/remote patient consultations, IGEL OS supports the latest versions of the most popular unified communications applications including Microsoft Teams, Zoom, and Cisco WebEx.

Better Together to Maximize Investments

Goliath Technologies supports and maximizes the value provided by IGEL by ensuring all endpoints managed and secured by IGEL are properly monitored to easily troubleshoot network, bandwidth, and user behavior issues to reduce or even eliminate downtime. IGEL UMS console administrators can securely shadow endpoint devices for troubleshooting purposes, including remote “off network” devices via the internet.

“ We selected Goliath Technologies because their end-user experience monitoring, troubleshooting, and management supports Cerner and identifies degrading systems before clinicians are impacted. We do over 15,000 Cerner application test launches per day. This early warning system coupled with enhanced performance data and analysis helps us collaborate with Cerner to resolve issues.”

Mike Nelson,
CIO, UNIVERSAL HEALTH SERVICES

“ Over time we have seen costs for hardware, power, and support drop. 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. Deploying or replacing the remaining desktops is much faster.”

Allen Fox, IS INFRASTRUCTURE
MANAGER, BEND MEMORIAL CLINIC