



IGEL SECURE

June 12, 30 Euston Square, London

DRIVING INNOVATION IN HEALTHCARE

IGEL HEALTHCARE TEAM UK/I

IGEL SECURE

June 12, 30 Euston Square, London



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What is IGEL?





Breaking New Ground



Alex Prinsley
Transformation Lead –
Imperial College
Healthcare NHS Trust

1st of May 2024

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Top Tips for NHS Tech Transformation



Georgina Charlton
Associate Director of
Delivery

1st of May 2024

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Open Discussion

What issues are at the top of your agenda?



Top Challenges

Peripherals

Increasing
Cost of VDI
Solution

Desktop Log-
on Times

Video & Audio
Meeting
Performance

EPR
Deployment

Security

Windows
11

Deployment &
Management

Reliability/
Simplicity

Transition
to Cloud

Let's Discuss

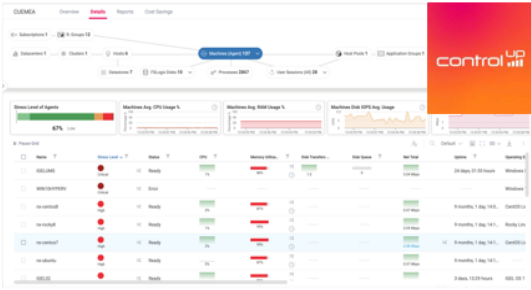
- What challenges do we face when delivering Technology in our organisations?
- **What Solutions are we currently using? What works for us?**
- Pick 1 or 2 Challenges. What does great look like?

Delivering a Secure Solution for Healthcare

Behind the Solution Centre

IGEL Secure





- Real time, end-to-end visibility, physical and virtual
- Reduce support costs through automation



- Versatile
- Ultra Secure
- Instant Access
- Integrated technologies
- Extended lifespan

- Datacenter/Cloud hosted Data and applications
- Access from anywhere
- VDI / DaaS + SaaS applications

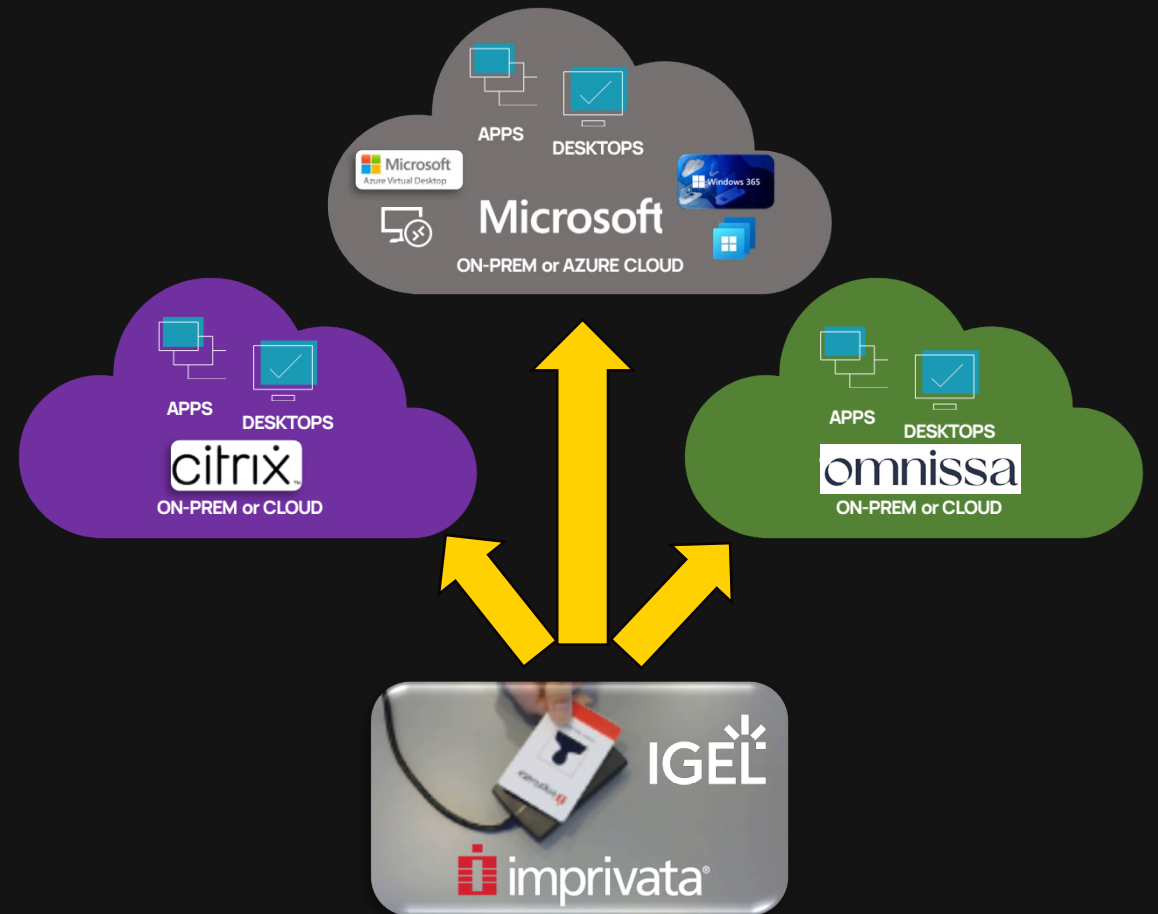
IGEL & Imprivata Partnership

IGEL has been an Imprivata technology partner for over 10 years. This has empowered thousands of healthcare users to achieve **secure, quick, and easy access** to clinical applications using IGEL OS-powered endpoints.

In 2022, we expanded the IGEL and Imprivata partnership to further develop and deliver enhanced integrations to enable new workflows and address market demands.

Focused on:

- **Microsoft AVD & Windows 365 Cloud PC** integration and other VDI workflows with Citrix and VMWare.
- **Device Location based policy** to enhance Imprivata VDA user policy
- **Local IGEL OS Desktop access** combined with Virtualization scenarios



Agent Integration Options

ProveID Embedded (PIE) Agent Built and maintained by Imprivata

- **Appliance Mode Only** Experience
 - OS 11 Only
 - No IGEL Local Desktop Access and limited control over user experience
 - PIE Agent downloaded from Imprivata Appliance and installed on IGEL OS 11
 - Policies and supported workflows developed by Imprivata
- Uses ProveID Web API
 - Requires Imprivata VDA licensing
 - Imprivata and IGEL OS Version dependencies for PIE agent
- Supports Citrix Apps/Desktops, Omnissa Horizon Desktops and MS RDSH/RDP desktops and Citrix Fast User Switching (FUS) workflows
- **No support for Microsoft AVD or W365 CloudPC VDA workflows**
- **No support for IGEL OS 12**

IGEL Agent for Imprivata (IAFI) Built and maintained by IGEL

- **Non-appliance mode** experience
 - OS 11 Agent built into firmware
 - OS 12 App available in the App Portal
 - Allows access to local IGEL Desktop and flexible control over user experience and workflows
- Uses ProveID Web API
 - **Requires Imprivata VDA licensing**
 - More flexibility on IGEL OS and Imprivata version dependencies
- **Supports Microsoft AVD & Win 365 Cloud PC** and other workflows for Citrix Apps/Desktops, Omnissa Horizon Apps/Desktops, MS RDP Desktops
- WE Add-On License Required
 - **Workflow validation required by SME before licenses provided for testing or production**
 - The license enables the feature

Factors Driving Demand

Flexibility & Scalability

- Ability to scale out for additional demand spikes (such as COVID)
- Temporary Workforces

Disaster / Ransomware Recovery

- Ability to rapidly recover or switch to DR site

Decrease Costs

- Savings on Endpoint Mgmt licensing or virtualization costs
- Extend hardware refresh cycle

Adoption of Cloud Computing

- Customer requests for more flexible and adaptable workflows for transition of applications and desktops to the cloud
- Industry trends towards centralizing windows client infrastructure (DaaS offerings like AVD / Win 365 Cloud PC)

Mergers & Acquisitions

- Support transitions between IT systems, scale out if needed

Epic Customers

- AVD Win 11 Multisession (exploratory)
- Hyperdrive architecture – reduces need for VDI App Delivery

IGEL Agent for Imprivata (IAFI)

Current Workflow Configuration Options

Authentication Only

Key Feature Differences over PIE

- Augments Imprivata VDA policies with additional workflow customization outside of current VDA policy options.
 - Customer must own VDA licenses – we check for this
- Imprivata appliance is used to authenticate the user but **does not follow the VDA user/computer policies to automate the workflow.**
- IGEL Agent inserts user credentials delivered securely from the Imprivata ProveID Web API into a **local (IGEL) preconfigured session**
 - Required for **Microsoft AVD / Win 365 CloudPC workflows**
 - Can also be used for Citrix, VMWare, MS RDP workflows

Follow Imprivata Policies

Key Feature Differences over PIE

- Requires VDA policy setup on the Imprivata appliance (user and computer)
- Utilizes the vendor-launch API like the PIE agent to automate the workflow
 - **Does not use an IGEL preconfigured session like Auth Only**
- Support to launch a preselected resource based on location (IGEL Profile)
 - Citrix
 - Omnissa Horizon
 - Microsoft RDP
- Supports (on-prem) Citrix, Horizon or MS RDP only
 - Citrix Roaming Desktops or Apps
 - Omnissa Horizon Roaming Desktops or RDSH Apps
 - Microsoft RDP Desktops

Partner Tested. Partner Supported.

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an Acer Group Company

systemc & solutions

DAKEL

ENDPOINTS

rangee

ASUS

EXTRA
Computer

intel

BLEU JOUR
I.T. Designer & Manufacturer

PEPPERL+FUCHS

CYBERNET

ACD
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HOTKEY

PRIME
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COMPUTERVAULT

CAMEYO

LEOSTREAM™

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Honeywell

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CLOUD/SOFTWARE/APPS

IGEL COSMOS
LAUNCH APPS
MARKED WITH

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Partner Tested. Partner Supported.

IGEL Client Stories

Delivering Value to the NHS

IGEL Secure



Digital Transformation at Barts NHS Trust

- IGEL OS across 12,000 endpoints
- VMware Horizon for virtual desktop
- Imprivata for secure authentication
- Streamlined endpoint management and reduced login times
- Enhanced IT operations and clinical workflows
- Patient data protected
- Better User Experience :faster, more reliable access
- Cost Savings: Reduced hardware and management costs



Barts Health
NHS Trust



Bolton NHS Foundation Trust

- IGEL customer for 12 years.
- IGEL OS across 3878 endpoints
- Citrix for virtual desktop
- Imprivata for secure authentication
- Reduces the complexity of delivering clinical endpoints.
- Decreases operational management
- Provides a consistent, fast experience for clinicians
- Supports clinical workflows enabling better focus on patient care.
- Improved Endpoint Security





Thank you!

