

CURING COMMON DATA ACCESS AILMENTS WITH A MODERN MOBILITY SOLUTION

THE SITUATION

As healthcare providers look to provide best-in-class service to their patients, we're witnessing an evolution of everything from systems and processes to treatments and records management being driven by rapid technological advancements. A regional hospital with multiple remote clinics was in search of modern solution for managing their doctors' and nurses' mobile devices, as well as kiosk tablets for admissions and clinical work, with an EMR and various applications (mobile, cloud hosted, and legacy) seamlessly. To make this desired environment a reality, they turned to Tech Orchard for help.

GOALS

1. Secure corporate-owned and personally-owned mobile devices that access HIPAA and PHI data.
2. Provide easy access to the EMR application and legacy internal resources.
3. Update current hospital policies and best practices for mobile devices to address ongoing regulatory and compliance changes.
4. Explore managing Windows 10 devices via VMware Workspace ONE.

THE SOLUTION

An initial review of existing mobile device procedures and practices was conducted before meeting with key hospital stakeholders to develop a comprehensive strategy and updated policies to reflect critical industry standards. Using VMware Workspace ONE, Tech Orchard engineers then worked with hospital IT staff to build policies and profiles for email, applications, content, per App VPN and single-sign-on (SSO) for end users.

To take the next steps in moving toward a fully digital workspace, Tech Orchard created a test environment for managing hospital-owned Windows 10 devices.

RESULTS

1. Hospital IT now has visibility into all mobile devices and endpoint through the Workspace ONE portal.
2. Unique policies and groups were created to remotely manage and secure devices in various locations.
3. Hospital IT staff were trained to change profiles and security settings, and push new applications remotely.
4. Doctors, nurses and hospital staff can easily access data from any device in any location with simple SSO, therefore, improving patient healthcare and delivery times.



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“VMWARE’S WORKSPACE ONE PLATFORM IS A POWERFUL AND ROBUST TOOL TO HELP HEALTHCARE ORGANIZATIONS MANAGE AND SECURE BOTH HIPAA-RELATED DATA AND OTHER INTELLECTUAL PROPERTY ON BOTH CORPORATELY-OWNED AND PERSONALLY-OWNED DEVICES. BESIDES DATA PROTECTION, WORKSPACE ONE ALSO ALLOWS US TO MANAGE OUR MOBILE FLEET OF END-USER DEVICES TO PROTECT FROM LOSS AND THEFT, AS WELL AS MAKE MASS CONFIGURATION CHANGES ACROSS THE FLEET.”

- IT Operations Manager

Tech Orchard is a VMware Workspace ONE consultant and professional services company that provides a unique set of tools tailored to deliver custom outcomes for your company. We offer mobile strategy, policy development and ongoing support for the Workspace ONE platform to help organizations of all industries and sizes manage and secure iOS, Android, rugged, MacOS and Windows 10 devices.

