How VMware Horizon 7 and IGEL Workspace Edition help deliver results in the Healthcare Industry

"When Indiana suddenly announced all the schools were closing due to coronavirus, 60% of our staff had to be home caring for kids. Without IGEL we would not have had a way for them to feel safe and still work from home. Thank you IGEL!"

NATHAN BOHANAN,
MANAGER, END USER COMPUTE
INDIANA UNIVERSITY HEALTH

IGEL®

VMware Horizon is a trusted, industry-leading virtual desktop and app delivery platform that enables IT to simplify management with modern virtual workspaces across hybrid and multi-cloud configurations.

IGEL OS converts any x86-64 device into a VMware cloud workspace enabled endpoint. VMware Horizon 7 simplifies the management and delivery of virtual desktops and apps on-premises, in the cloud, or in a hybrid or multi-cloud configuration through a single platform to end-users.

vmware®

Specific Problems and Audience

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 infrastructure solutions like VMware's Horizon 7 virtual desktop infrastructure (VDI). Shifting end-user computing resources to centralized data center or cloud environments, and reducing endpoint complexity and security exposure with a centralized management and purpose-built software-defined endpoint operating system like IGEL OS, included in IGEL Workspace Edition software, 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 ease their device management burden and improve their ability to meet strict government and industry regulatory compliance requirements.

Indiana University Health (IU Health) is the largest network of physicians in the state of Indiana and is partnered with the nation's second-largest medical school as the regional leader in healthcare delivery across a 14-hospital system. Together with VMware and IGEL, the healthcare system has successfully powered its digital transformation, replacing over 12,000 aging clinical kiosks with robust support for single sign-on capabilities with Imprivata, along with simplified and centralized management and enhanced security through VMware Horizon 7, VMware Workspace ONE and IGEL. Together, these solutions have also helped the growing healthcare system deliver significant clinical efficiency enhancements, greater endpoint management and controll, and lower overall end user computing costs.

How Does the Solution Address the Problem?

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.

• Enabling physicians and clinicians to access electronic medical records and other vital information from home or off-site with the IGEL UD Pocket and the IGEL Cloud Gateway feature enables much-needed secure, fully-managed "anywhere access" for hospital staff.

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

Together, VMware and IGEL have proven success helping healthcare providers achieve better patient outcomes while protecting patient confidentiality and adhering to critical security and privacy regulations. IGEL has spent decades perfecting its IGEL OS software-defined endpoint operating system and endpoint management software to address the unique needs of healthcare organizations.

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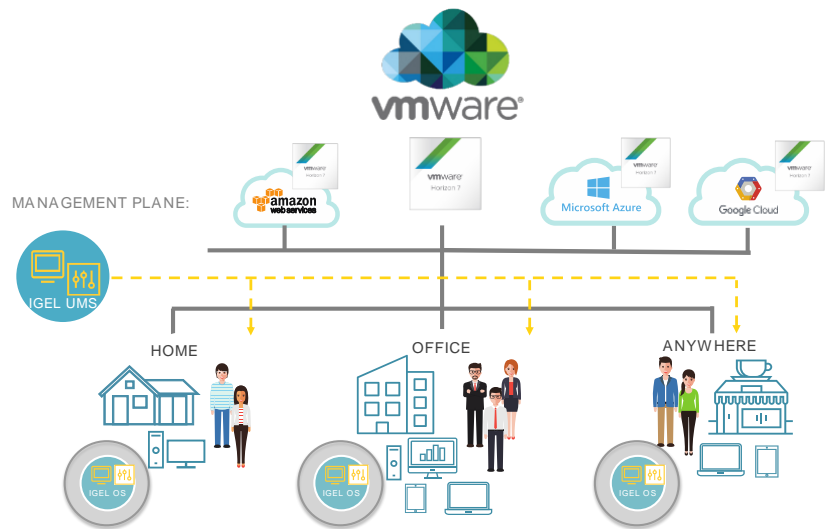

Figure 1: VMware Horizon 7 management plane across various cloud workspaces and IGEL Workspace

"With 14 hospitals and counting, the ability to swiftly integrate a new facility lends strategic advantage. Add on clinical efficiency, improved security, faster rollout and power savings and the new digital workspace solution delivers significant benefits for our environment."

WILL JOHNSON
DIRECTOR OF INFORMATION SERVICES
INDIANA UNIVERSITY HEALTH.

COMPANY DESCRIPTION / SUMMARY

IGEL provides IGEL OS, the next-gen edge OS for VDI and cloud workspaces.

USE CASES

Healthcare service providers operating across different regions benefit from leveraging the secure VDI solution provided by VMware Horizon 7 and IGEL Workspace Edition.

SEE OUR SOLUTIONS IN THE VMWARE SOLUTION EXCHANGE (VSX)

https://marketplace.vmware.com/vsx/search/IGEL

How is your solution in combination with VMware product different than other options in the market?

IU Health was familiar with the benefits of virtualization technology and had previously used a competing VDI solution. IGEL OS gave IU the ability to seamlessly move from their previous VDI system to VMware Horizon 7 with minimal disruption to their end users. The combination of VMware Horizon 7 and the IGEL UMS also made it possible for an IT team consisting of just two people to securely manage and control all endpoints, and even shadow desktops remotely to enable easy helpdesk support.

VMware and IGEL also helped maximize security which is paramount in the healthcare industry. IGEL OS-powered endpoints can be locked down by the UMS, the IGEL OS filesystem is 'read only', and modular, in that only the needed OS components based on user policies are loaded on each desktop. This means changes cannot be made to the endpoints locally that may introduce security vulnerabilities; plus, by virtualizing the desktops with Horizon 7, they were able to store sensitive company data centrally in the datacenter and off of the endpoint.

How it works

VMware tests the latest IGEL OS version for compatibility with the latest VMware Horizon 7 virtualization protocols (Blast Extreme and PCoIP) with 7,000+ available configuration settings and hundreds of templates enabling easy delivery of a finely tuned desktop experience to each of the different user groups.
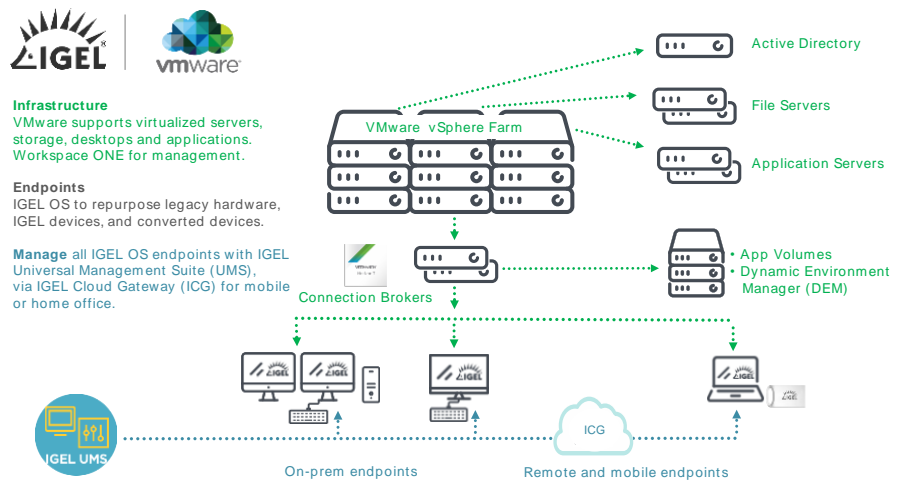
Infrastructure
VMware supports virtualized servers, storage, desktops and applications. Workspace ONE for management.

Endpoints
IGEL OS to repurpose legacy hardware, IGEL devices, and converted devices.

Manage all IGEL OS endpoints with IGEL Universal Management Suite (UMS), via IGEL Cloud Gateway (ICG) for mobile or home office.

VMware vSphere Farm

Active Directory

File Servers

Application Servers

Connection Brokers

• App Volumes
• Dynamic Environment Manager (DEM)

IGEL UMS

ICG

On-prem endpoints

Remote and mobile endpoints

Figure 2: VMware and IGEL Architecture

Call to Action

To learn more about how VMware Horizon 7, IGEL OS and IGEL Workspace Edition can deliver an end user computing environment that is less costly, more secure, and more easily managed, read the VMware and IGEL OS Tip Sheet.

To download a free trial at www.igel.com/download, or for more information on VMware Ready certifications visit IGEL on the VMware Solution Exchange:

https://marketplace.vmware.com/vsx/solutions/igel-universal-desktop-converter-3?ref=search