



HEALTH CARE OVERVIEW

Ensuring more than the well-being of each patient

Maintaining a modern approach through a healthy IT landscape



Technology has transformed healthcare. It provides significant leaps in diagnostics and treatment. It facilitates access a wealth of relevant knowledge about the previous and immediate well-being of a patient—not to mention their personal and financial information. It also creates a significant challenge to ensure the safeguarding, privacy and security of all that data; as well as the necessity to ensure the devices and operating systems consistently work at their peak.

Healthcare organizations are in the midst of implementing or upgrading their Electronic Medical Record Applications which is placing a heavy burden on IT budgets. According to the Healthcare Information and Management System Society (HIMSS) the challenges are more than just implementing but having to deal with the integration complexities as these applications are touching every part of the IT infrastructure.

Similar to other organizations, Healthcare organizations are faced with cost reduction and improving the quality of service. So the question becomes how they can deliver improved patient care, security of information to affiliates, and meeting the requirements set forth in HIPAA. Utopic Software can help Healthcare organizations automate IT to improve the quality of patient care, and assist with ensuring compliance to meet HIPAA requirements.

USE CASES FOR HEALTH CARE ORGANIZATIONS--End-to-End Automation

- **Self-healing:** *compute availability and support*
- **Zero-Touch:** *imaging and configuration control and integration*
- **Secure Hard Drive Wipe:** *compliance and reassignment*
- **OS Migration:** *workspace transformation*
- **PC Refresh:** *Updates and optimization*
- **Disaster Recovery:** *Response and recovery from any impact situation*



It's not simply a matter of compliance with regulatory bodies such as HIPAA, but healthcare professionals and administrators depend on these tools to

- Prevent unauthorized changes or intrusion against sensitive and private patient data.
- Reset data assessing and collecting devices to an ideal state prior to next patient application is a security requisite.
- Meet HIPAA, HITECH compliance by controlling config/change management.
- Provide disaster recovery and application "criticality" on an enterprise scale for devices and network as per HIPAA §164.308(a)(7)(ii)(B).
- Reduce TCO on each device (including reduced operations overhead) by making updates and patches simpler to apply/distribute.

CONTACT US TO SCHEDULE A DEMO

(813) 444-2231

sales@utopicsoftware.com

www.utopicsoftware.com

Persystem pays off.





HEALTH CARE OVERVIEW

Intelligent workspace transformation starts with automation



ZERO-TOUCH IMAGING: Health care organizations rely on a unique interdependence of day-to-day business solutions, diagnostic devices and strict compliance mandates. The challenge bridged by Persysent's zero-touch imaging capability is that it drives the need to reduce costs yet still enable a workspace transformation towards a modern IT landscape. This includes SaaS, cloud solutions and end point management while still ensuring compute availability, controlled images, and a compliant configuration. It is Persysent's automations that drive continuous value throughout the lifecycle of the PC—from initial build to periodic updates to retirement.



COMPLIANCE: Persysent significantly reduces the compliance burden by automatically ensuring PCs stay at a desired state and provide reporting and auditing to conform with compliance. The self-healing capability supports several key compliance tenets including the means to address poor PC performance, corruptive action or misconfiguration through automated corrective action. Additionally, Persysent demonstrates control over infrastructure, automates change management processes, prevents application drift, and enforces granular policies.



DEVICE READINESS: Some medical devices, specifically Windows and/or PC-based instruments, need to reset settings after each use. These data assessing and collecting devices must return to their desired/ ideal state prior to next patient application. This is not solely a security requirement, but also an operational requisite and life cycle expansion best practice. Persysent's ability to reset the desired state in under a minute ensures the productivity and near-immediate availability. And, in healthcare, sometimes *uptime/availability can be a life or death situation!*



Utopic Software is a leading agent to facilitate workspace transformation: End-User Compute (EUC), IT Operations, Unified End Point Management (EUM), and Security strategies.



UTOPIC

software

Persysent pays off.

How we helped:



THE PROBLEM:

Long Beach VA Hospital wanted to upgrade and automate the imaging process for multiple platforms and apply an automated zero-touch approach. The VA was experiencing high call volumes of support calls, remote assist and deskside visits related to misconfiguration and end-user self-induced errors.

OUR ACTION:

We provided and helped install an automated imaging and self-healing solution for over 3600 workstations an laptops and online medical devices.

RESULTS:

Within 60 days, the hospital IT staff noted a significant decrease in escalated break/fix calls. Similarly, due to the speed and accuracy of self-healing, they noted a drastic reduction in resolution times and user downtime. Additionally, they recorded zero failures when updating and distributing updated snapshots for the ideal image. IT administration acknowledged the solution achieved Total Economic Impact (ROI + lowered TCO). The hospital passed HIPAA audits in those categories.



UTOPIC

software

www.utopicsoftware.com

813.444.2231

1213 E. 6th Ave., Tampa, FL 33605