



Västra Götalands Regionen

Gains Secure, On-the-spot Medical Decision-Making

Key Benefits

- Greater system uptime for critical medical services
- Increased system security for patient records
- 90 percent of problems solved without physically visiting the user
- Remote and mobile access for 3000 healthcare professionals

Applications Deployed

Healthcare, line-of-business and productivity applications including:

- Lotus Notes
- Patient journal applications: Profdoc and Medidoc
- Microsoft® Office
- Human resource and administrative applications

Networking Environment

- Citrix® MetaFrame XP™e Presentation Server for Windows® running on three HP Proliant dual P-III servers with 800 MHz processors
- Microsoft Windows 2000 Servers and Windows NT® Server 4.0, Terminal Server Edition
- Frame Relay WAN, wireless LAN, dial-up modem and VPN client
- RSA SecurID tokens
- Fujitsu and HP thin clients, HP EVO laptops and desktop PCs

About the Citrix® MetaFrame® Access Suite

The Citrix MetaFrame Access Suite is an integrated system of software products that solve specific access challenges and work together seamlessly to enable the on-demand enterprise. The suite, founded on Citrix MetaFrame Presentation Servers for Windows® and UNIX®, enables organizations to provide a single, secure point of access to applications and information, while ensuring a consistent user experience anywhere, any time, using any device over any connection.

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Healthcare is an important part of the Swedish welfare system – all citizens have the right to healthcare on equal terms. The Västra Götalands Regionen (VGR) regional government in western Sweden has approximately 9000 healthcare employees, including doctors, nurses, lab workers, dentists and administrative personnel. Spread throughout 300 locations, they ensure that healthcare is provided to all the region's residents.

The Challenge: Ensure Unified Access to Information and Resources

A third of VGR's healthcare employees use computers regularly in their work. These 3000 users are spread across a large area, and local management of each site proved difficult and expensive. VGR's challenge was to centralise the IT environment and decrease the number of support employees. It was also increasingly important for all users to have secure remote and mobile access to critical data and applications.

A Citrix® Solution for Secure Mobile Access and Application Deployment

VGR approached **Advance**, a Silver-level member of the Citrix Solutions Network™, for assistance in centralising its IT systems and delivering remote access to all employees. VGR first implemented Citrix® MetaFrame® 1.8 for Windows® several years ago. More recently, VGR extended and updated its Citrix implementation to include Citrix MetaFrame XP™e Presentation Server, featuring web interface and secure gateway. The migration ensured that VGR has the best and latest technologies to securely handle growing numbers of IT users. VGR was also persuaded by the universal print driver feature and the enhanced management capabilities provided by MetaFrame XP.

Improved Healthcare with Secure Mobile Access

MetaFrame XP Presentation Server has enabled Assar Bengtsson, IT Strategy Manager, Primärvården in Västra Götalands Regionen, and his team to provide remote and mobile access to critical applications and data from any location – even from patients' homes – via the Internet over fixed or mobile dial-up connections. Security is enhanced by strict authentication

regulations and RSA SecurID tokens enabling two-factor authentication. Doctors are now able to access X-rays, tests and charts, as well as the latest patient journal updates, from their laptops, even at patients' bedsides. "The benefits of ease of use and secure remote access to files have been received with enormous user satisfaction and have increased efficiency, enabling healthcare employees to provide even better patient care. With Citrix technology we have a system that is encrypted and user-authenticated, so our healthcare employees have secure access to patients' journals and patients are assured of confidentiality," said Bengtsson.

The management, support and control of VGR's IT architecture has also been made more efficient. "Client devices run more smoothly, improving continuity in our system," said Bengtsson. "This continuity is greatly appreciated by all users and has made life a lot easier for our IT department."

Citrix MetaFrame XP Presentation Server enables central management of the VGR IT architecture, making it homogeneous and easy to support, update and manage. Support staff can also securely, easily and quickly shadow the user. "The icing on the cake with Citrix software is the benefit of central management. Today we have fewer people working in IT management and support, so more resources can go to healthcare," Bengtsson said. "Our records show that we now solve 90 percent of issues without physically visiting the user. This has reduced our travelling time and expenses, enabling us to focus our energy on developing our services."

Future Plans

Bengtsson and his team hope to extend the system's secure access with RSA SecurID token and single-use passwords received on a mobile phone via SMS. "Having all information stored centrally and allowing users a secure access path greatly increases their flexibility and improves the healthcare they provide. We also believe we will be able to further increase employee productivity by extending the use of the web interface feature and this, with the additional security features, will hopefully help us to save more lives," concluded Bengtsson.