citrix®

Customer spotlight

How healthcare organizations improve patient care with innovation and agility

Introduction

Citrix solutions for hospitals and health systems address challenges around data security, remote access, cost control and user experience. This is a key reason why 100% of the top 10 largest healthcare organizations in the United States use Citrix IT solutions.

Check out some of the work we are doing for leaders in the healthcare industry.

Keck Medicine of USC

PACIFIC DENTAL SERVICES®

Mass General Brigham

THE University of Vermont HEALTH NETWORK

St. Joseph's Health

Prime Healthcare

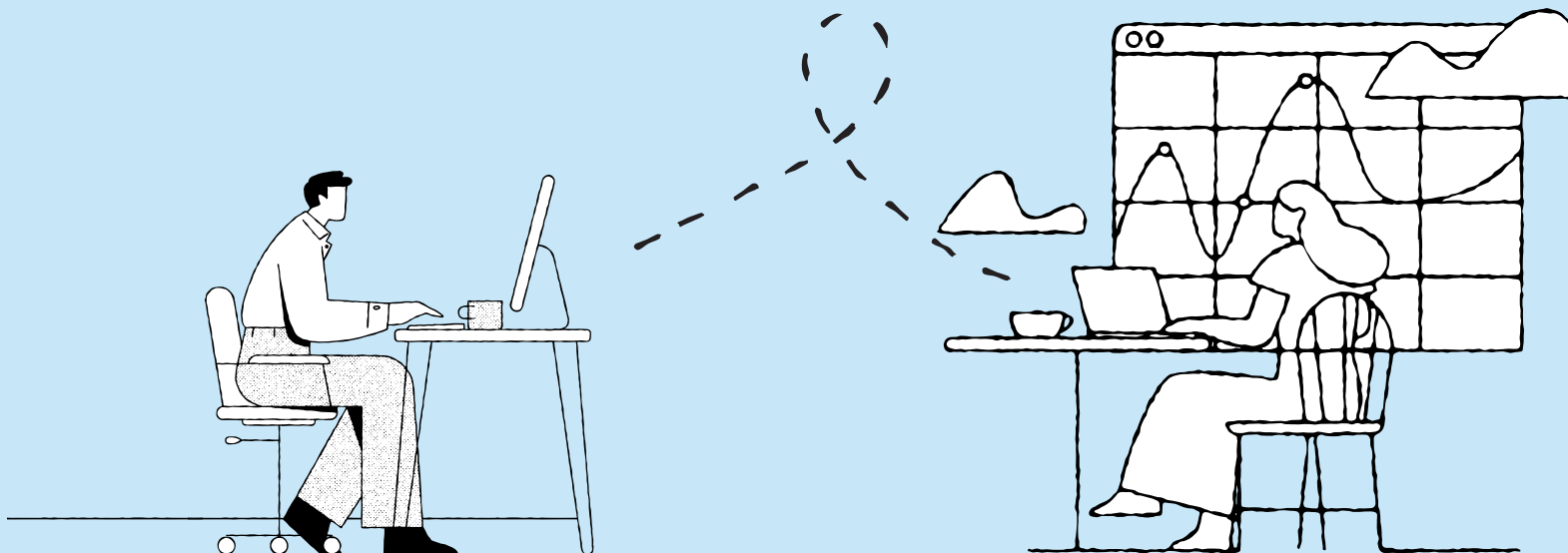# Keck Medicine of USC takes pioneering first steps to the cloud with Citrix

Managing the technology infrastructure at Keck Medicine isn't easy. The challenges include empowering employees to work remotely, removing the complexity from IT, mitigating business risks, and marching toward cloud computing. As they transition from Citrix Virtual Apps and Desktops on-premises to Citrix DaaS, the organization is capitalizing on existing technology and adding more solution components and safeguards to become cloud-ready. Employees and IT professionals have already seen better work experiences.

Citrix products at work:

- Citrix DaaS (formerly known as Citrix Virtual Apps and Desktops service)
- Citrix ADC
- Citrix SD-WAN
- Citrix Workspace

Key benefits:

- Ease of management and centralization of the environment
- Satisfying and consistent user experience
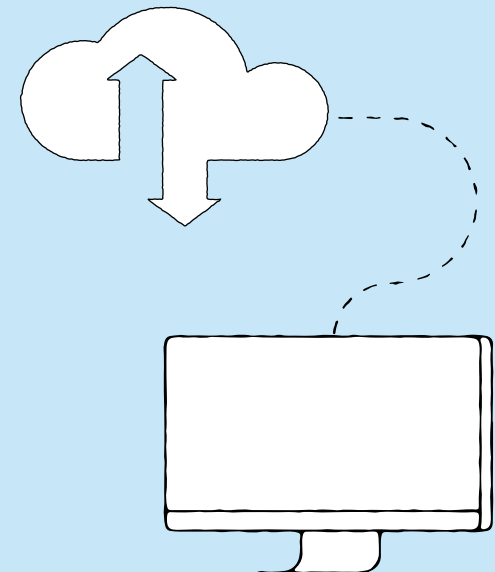- Enhanced performance and security compared to VDI technology

2019

The year Keck Medicine first invested in Citrix DaaS in order to accelerate the move to a hybrid cloud model.

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Not only does our digital technology serve the needs of those in a host of different types of clinical and non-clinical job roles, but also, employees actually get most of what they want from technology for work: simple remote access, a consistent work experience regardless of device type or network, and a familiar follow-me digital desktop experience.

Christian AbouJaoude
CTO, Keck Medicine of USC

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Pacific Dental Services leverages Citrix to help bring dental practices into the future
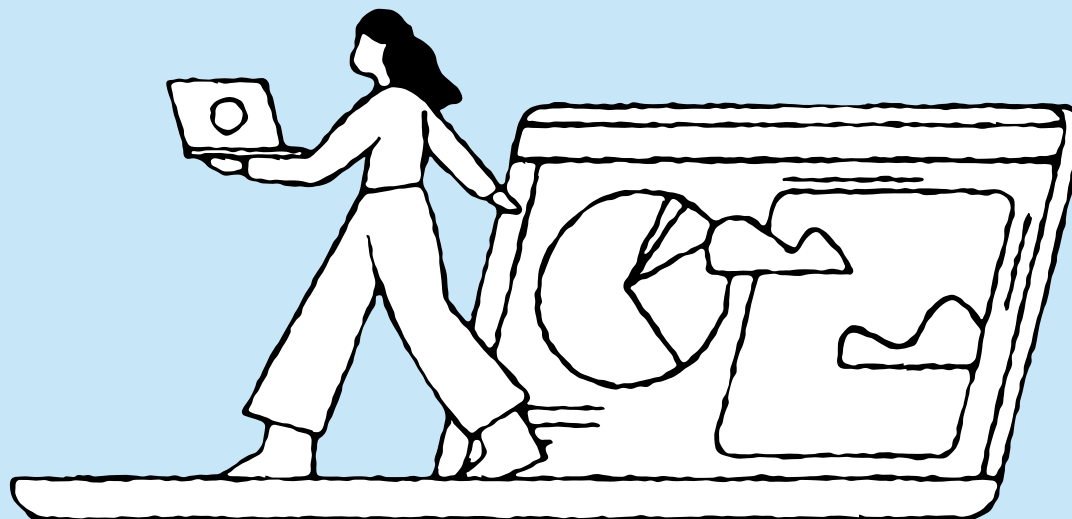
Launching dental practices is hard, and managing them is even harder. Pacific Dental Services is out to make it easy. Using Citrix DaaS, the leading dental support organization provides simple, secure and reliable access to the technology dentists need to get up and running and serve patients in the way that today's healthcare environment demands - any way, anywhere, at any time.

Citrix products at work:

- Citrix DaaS (formerly known as Citrix Virtual Apps and Desktops service)

Key benefits:

- Highly secure platform protects sensitive patient data

- More consistent and efficient experiences save time and money

- Adaptability allows for to work to be done any way, anywhere, and at any time

PACIFIC
DENTAL SERVICES®

13,000+

Team Members

870

Offices

26

States

"

We live in a day and age where people are used to the simplicity and speed of a smartphone and things being ridiculously fast, and we are bringing that to dentistry.

David Baker
Chief Information and Digital Officer,
Pacific Dental Services

"

Mass General Brigham

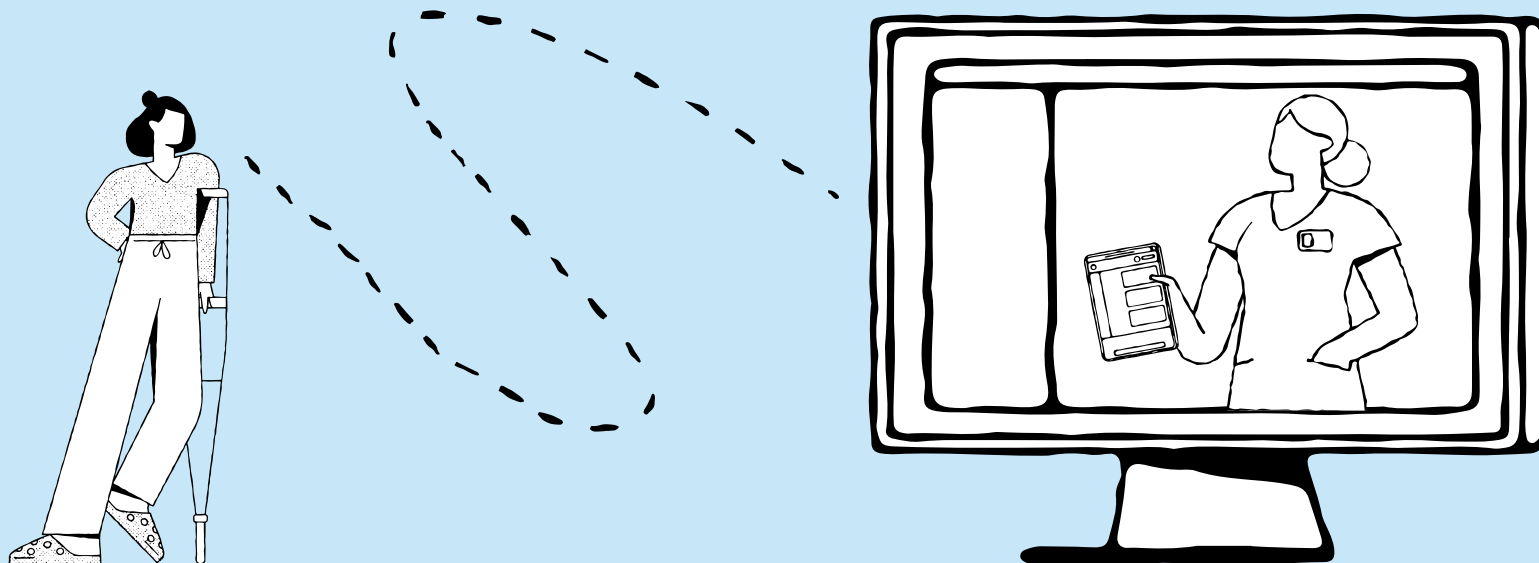## Mass General Brigham enables remote patient care with Citrix and Azure

Mass General Brigham, the largest private healthcare network in Massachusetts, allows staff to access their virtualized applications through Citrix Workspace, enabling them to work from where the work can get done. During the COVID crisis, they went from 9,000 virtual visits per month to over 250,000 per month, and over 1M since March. They have been able to do this through their EHR delivered using Citrix. At MGB, cloud is viewed as a platform that provides elasticity, the ability to burst, and a built-in disaster recovery system.

Citrix products at work:

• Citrix Workspace

Key benefits:

• Scalability and ability to quickly handle sudden increase in demand

• A built-in disaster recovery system

• Reliability, resiliency, elasticity

190,000

IP addresses

78,000

employees

26,000

working remotely

"

We set up Boston Hope which was at the Boston Convention Center. Literally within 3-5 days, we had an operating hospital. And one of the reasons we were able to do that is we actually used Citrix over Raspberry Pis and really using VDI rather than putting devices out there.

Jim Noga
CIO, Mass General Brigham

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The University of Vermont Health System looks to Citrix to help manage a meteoric rise in telehealth visits
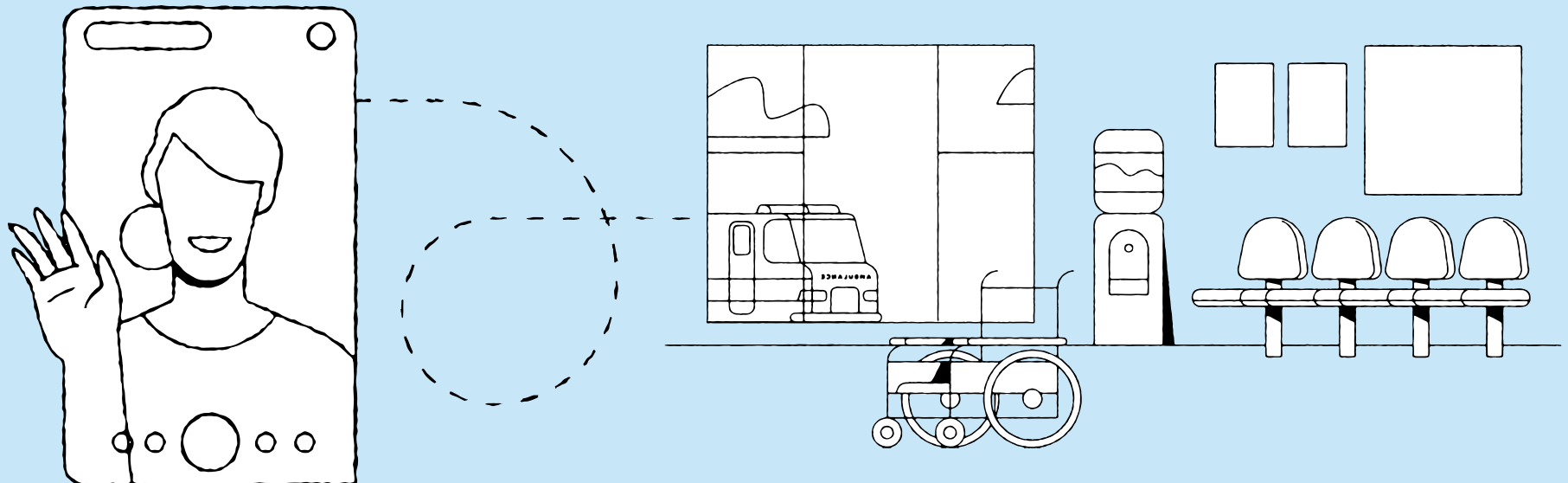
Prior to the COVID-19 pandemic, the University of Vermont Health Network team had begun a telehealth initiative. Patient needs during the pandemic accelerated the number of visits by 70X per week. Citrix helped make it happen. As we move forward, Citrix is helping the organization set up a hybrid environment between Citrix Cloud and their on-prem environment. This is allowing for a simplified integration with their Epic-based EHR, improved backup capabilities during disruptions, and better overall experiences for staff working remotely.

Citrix products at work:

- Citrix DaaS (formerly known as Citrix Virtual Apps and Desktops service)
- Citrix Workspace
- Citrix Endpoint Management
- Citrix Gateway

Key benefits:

- Deployed centrally managed, secured devices to accommodate increase in telehealth
- Enables end users to securely access the hospital environment on their own dedicated devices
- Ability to support hybrid/remote work models

The University of Vermont HEALTH NETWORK

4,000

concurrent connections in the
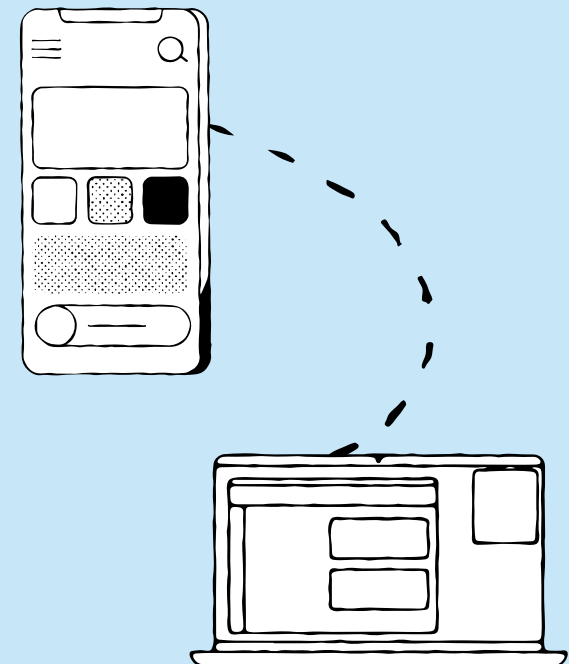virtual desktop environment
across four hospitals

3,000

concurrent connections
with virtual apps

"

"During the height of the crisis, UVMHN's need for telehealth visits increased exponentially from roughly 100 visits per week to approximately 7,000. We were able to use the Citrix technology tool set to cost-effectively deploy centrally managed, secured devices to accommodate a number of unique telehealth use cases

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Lisa Pratt
Enterprise Architect,
University of Vermont Health Network

St. Joseph's Health sees cloud technology
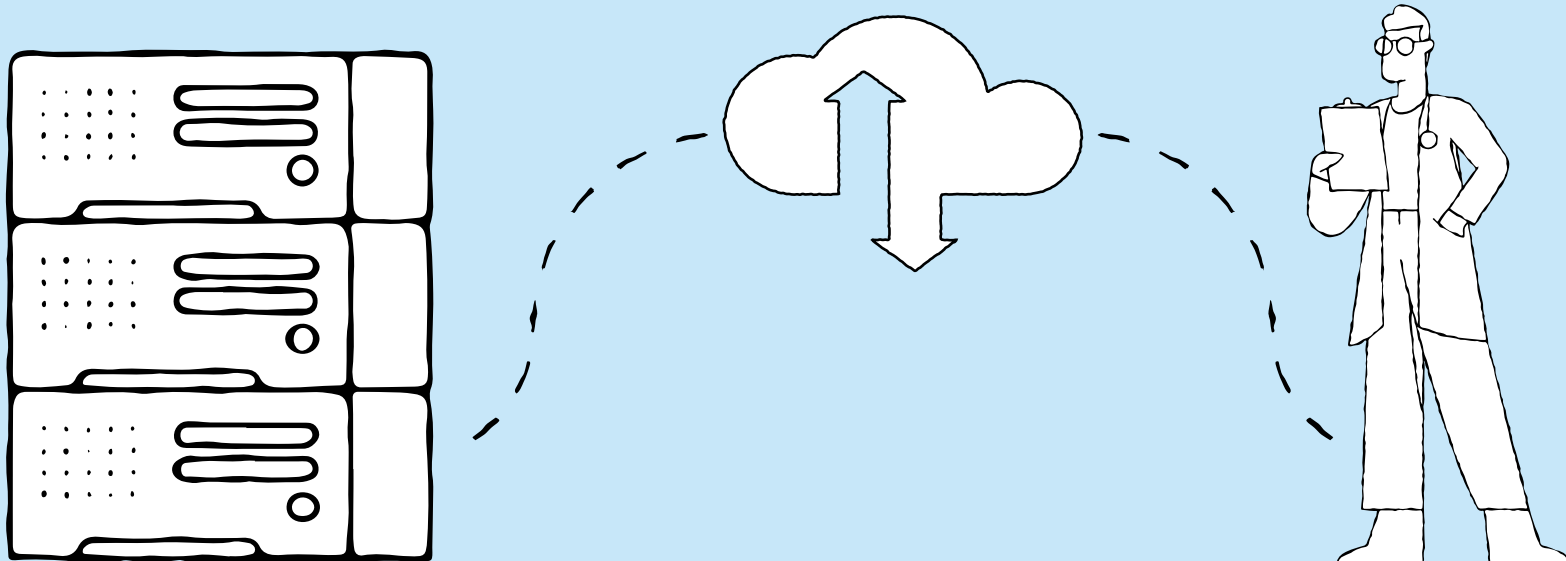and Citrix Workspace on the horizon.

The Citrix environment represents the largest internal environment hosting
solution at St. Joseph's. It is comprised of nearly 200 dedicated servers.
With the assistance of integration partner, Gotham Technology Group, and
the services of Citrix Select Services, the team at St. Joseph's re-architected
the Citrix environment several years ago. During the pandemic, the hospital's
frontline workers continued to work 24 x 7 without deviation. Employees in
HR, legal, compliance, and IT, on the other hand, had the flexibility to work
from home thanks to the IT team's foresight with an estimated 20% of the
workforce transitioning to remote work.

Citrix products at work:

• Citrix ADC

• Citrix Virtual Apps and Desktops

Key benefits:

• Citrix Apps and Desktops securely delivers access
  to users' apps and data regardless of time,
  network, device or work location

• Citrix ADCs load balance network traffic

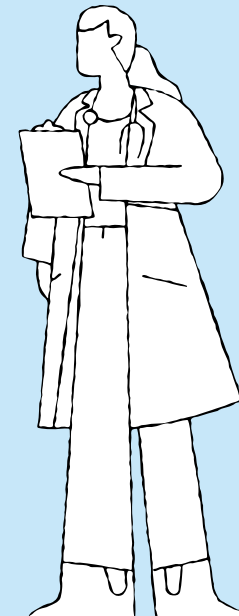• Citrix Select Services provides support 24 x 7 x 365

St. Joseph's Health

The entire Citrix environment of

5200

users is supported by only two people

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Log on times for our 200+ applications ranging from imaging software to daily administrative software are sub-20 seconds, and we're improving that as we go along. I also oversee Information Security, Cybersecurity, and compliance. For that reason, I really hold Citrix dear to my heart: it enables me to ensure that user sessions are secure.

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Jesse Fasolo
Director, Infrastructure Technology and
Infrastructure Cybersecurity, St. Joseph's Health

Prime Healthcare

The IT environment at Prime Healthcare is modernized with Citrix Cloud hybrid management
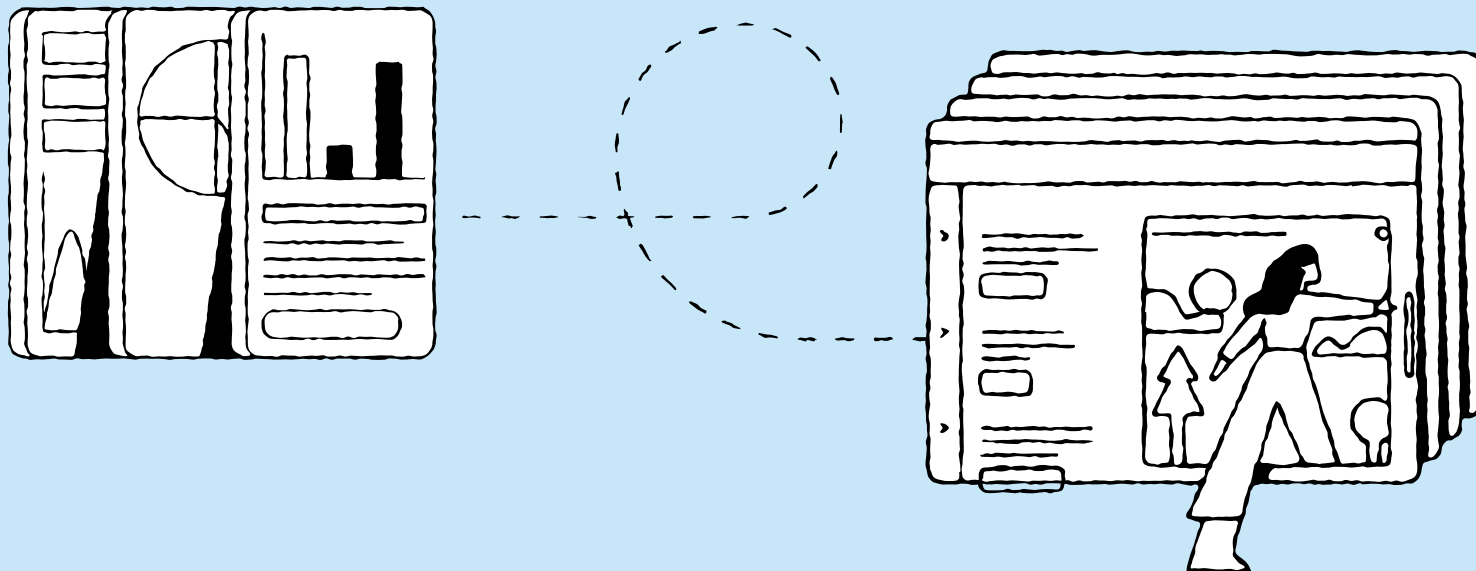
Named "The Fastest Growing Hospital System" in the U.S. by Modern Healthcare, Prime Healthcare has no shortage of IT management challenges. The Prime Healthcare team spent several years working to deliver a consistent and easy-to-navigate employee experience. Citrix's digital technology was the crucial enabler, giving IT the ability to easily onboard users and support rapid growth. Finally, two years ago, it was the IT team's turn to address its own needs. Simplifying the digital IT environment with Citrix Cloud services, Epic EMRs, and new Citrix capabilities allowed the team to achieve the changes they envisioned.

Citrix products at work:

- Citrix DaaS (formerly known as Citrix Virtual Apps and Desktops service)
- Citrix Gateway
- Citrix Workspace Environment Manager (WEM) service)
- Citrix Endpoint Management (CEM)
- Citrix Content Collaboration
- Citrix RightSignature
- Citrix Secure Browser
- Citrix Application Delivery Manager (ADM)
- Citrix ADC

Key benefits:

- Citrix Cloud enables change by providing a framework from which a variety of solutions run
- Empowers IT by greatly simplifying IT management including the management and updating of the digital environment
- Simplicity, scalability, and ease of management of cloud services

Prime Healthcare

22,000

users

7,000
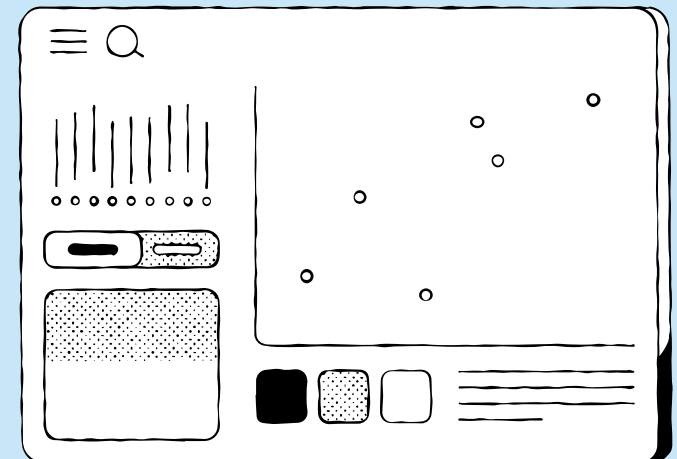
concurrent licenses

46

hospitals across **14** states

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We make work experience better for our clinical staff, our IT and remote IT users, and our physicians so they don't waste time waiting for an application to launch. We use Citrix so we save time for our physicians and clinical staff so they can attend to patients.

Srinivasan Shanmugam
Enterprise Systems Engineer,
Prime Healthcare

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Making healthcare IT better for patients, clinicians, and organizations

Citrix solutions for healthcare IT enable digital transformation from datacenter, cloud, network, and endpoint. With Citrix, organizations are able to facilitate the delivery of high-quality, value-based care for better patient outcomes, while improving clinician efficiency, safeguarding confidential data, and increasing IT agility.

100%

of the top 10 largest healthcare organizations in the United States use Citrix IT solutions.

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citrix.

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