citrix

Digitalization in the healthcare sector

Success story I Emmendingen Accounting Center (ARZ)

Starting point

The Emmendingen Accounting Center (ARZ) is part of Germany's complex healthcare sector and one of its pioneers in digitizing healthcare data. ARZ's 600 employees handle billing and data management for various statutory health insurance companies throughout the country.

Founded over 75 years ago, ARZ is no newbie and has experienced and driven numerous changes and innovations. For years now, it has relied on Citrix UniconOS for technical support. Current projects involve approx. 700 Citrix UniconOS (eLux) clients.

Challenge

When the COVID-19 pandemic hit in March 2020, the Emmendingen Accounting Center had to quickly adapt to new working conditions, as working from home suddenly became the norm. However, purchasing tons of expensive new hardware did not seem feasible, especially given the supply bottlenecks at the time.



UniconOS solution

"Fortunately, we had already integrated Citrix UniconOS (Scout) and UniconOS (eLux) into our IT infrastructure," reports Marvin Schwehr, administrator at ARZ. The Scout Cloud Gateway (SCG) allowed employees to take their thin clients home and continue their work there. The devices could still be managed and updated centrally to ensure a perfect, secure working environment.

Implementing the SCG was a rousing success. In no time at all, ARZ employees were able to transition from an office environment to working from home, without having to purchase additional hardware. The flexibility and efficiency the solution provides enabled them to quickly adapt to the new working conditions.

What's more, UniconOS's end-user computing solution not only helped reduce costs, it demonstrated extreme versatility. For over a decade now, UniconOS has enabled ARZ to manage new system and program components centrally and deploy them flexibly.

Even so, it was during these challenging times that the benefits of UniconOS became crystal clear.

"The Covid-19 pandemic took everyone by surprise and presented us with a challenge we had not foreseen. Thanks to UniconOS, however, we were able to meet it head on and act quickly—they proved to be a real godsend for us."

— Marvin Schwehr, Administrator at AR

Abrechnungszentrum Emmendingen

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Sector: Full-service IT provider for healthcare data intelligence

Employees: 600

Specialization: Healthcare with focus on medical insurance billing

Endpoints: 700 UniconOS clients

600
Employees

700
UniconOS clients

25%
Healthcare with focus on medical insurance billing

Learn how Citrix UniconOS helps healthcare teams support secure, centrally managed endpoints.

citrix.

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