

Citrix Workspace, IGEL OS, and Imprivata OneSign

A secure, simplified,
and optimized endpoint
solution for hospital
clinical staff
productivity



When patient care is the mission, technology and security should be as invisible as possible.

In hospital settings, nothing is more important than helping doctors make the right diagnosis. Accessing patient information from a variety of systems in a timely and seamless manner is mission-critical. Citrix, IGEL, and Imprivata combine to optimize the digital user experience for clinical staff.

Transforming the clinician experience

Hospitals have unique technology needs that drive significant IT challenges. As clinicians move about the hospital, they need rapid access to electronic medical records (EMR) along with consistent access to critical applications. IT departments must support shared endpoints that can rapidly switch between users, presenting clinicians with applications appropriate to their role, on demand. Security is particularly critical, with both compliance considerations and the increasingly significant risks of digital data theft.

Complicating matters, digitization of healthcare information is evolving quickly. New public and hybrid cloud delivery models are changing how applications are designed, deployed, and accessed. Software as a Service (SaaS) applications are increasingly common in addition to virtualized apps and desktops. Organizations are being asked to do more with less, increasing pressure on already challenged IT operations. Despite these changes, many hospitals still rely on inflexible Windows 7-based systems that will reach end-of-support in January 2020.

To embrace these changes, many organizations are turning to Citrix Workspace, IGEL OS, and Imprivata OneSign to transform the clinician experience with an intelligent workspace solution that provides significant advantages, including:

- Higher levels of mobile productivity for clinical staff.
- Secure proximity-based authentication and access to virtual apps and desktops from anywhere inside or outside the hospital.
- Modernized healthcare IT security with enforced security controls for SaaS apps, EMR/Electronic Health Records (EHR) hosted apps, and the Internet.
- Reduced endpoint costs with simplified endpoint status detection and management.
- More accurate monitoring and responsiveness to endpoint issues.

Citrix Workspace

Only Citrix offers the most complete and integrated workspace to enable people to securely access their apps, desktops, and data from anywhere. Rely on Windows and Linux app and desktop delivery from Citrix Virtual Apps and Desktops, device security from Citrix Endpoint Management, secure file sync and sharing with Citrix Content Collaboration, and network security with Citrix Gateway. Only Citrix Workspace offers you complete choice of device, cloud and network, streamlined for IT control and simple, secure access for users.

An intelligent workspace experience for healthcare

The Citrix Ready Program

The Citrix Ready technology partner program offers robust testing, verification, and joint marketing for Digital Workspace, Networking, and Analytics solutions—with over 30,000 partner verifications listed in the [Citrix Ready Marketplace](#).

Clinical staff have challenging and complex responsibilities, and the last thing they need is more complexity. Unfortunately, each wave of new technology potentially complicates digital work. Simple workflows or tasks may become more difficult as a result. New modes of communication increase interruptions. Information is scattered across multiple systems, making it harder to locate quickly. The result can be clinicians who are distracted by technology rather than empowered by it.

Citrix Workspace transforms clinicians' experience by providing a unified, secure, and intelligent workspace that organizes, guides, and automates work. All relevant content, data, and applications are aggregated, with conditional access and centralized policy control. With machine learning, Citrix Workspace guides and assists employees in completing their best work while low-code tooling lets IT rapidly deploy new micro applications, further simplifying the work experience.

The proven, positive impacts of a digital workspace include:

- **Enabling flexible workflows and digital healthcare delivery from almost anywhere.** Clinical staff need the ability to use a single set of credentials to move throughout their day on a unified, personalized, and secure digital workspace that follows them from one device to the next.
- **Improving patient and business outcomes.** Today's hospitals must efficiently deliver the highest possible levels of care and ensure better results. Intelligent workspaces can provide seamless access to needed apps while reducing overhead in device costs.
- **Simplifying management of complex IT departments.** Digital workspaces help teams quickly and cost-effectively provision new IT services and application updates across the organization—all from one image. Upgrades and device management becomes much simpler and more cost-effective.
- **Embracing clinical workspaces.** Virtual workspaces enable caregivers and staff to have more efficient clinical workflows. This efficiency directly impacts patients because staff have more time to focus on providing care and less time required to learn or use healthcare information technologies.

The Citrix Ready Bundled Solutions Program

The Citrix Ready Bundled Solutions Program delivers real benefits for Citrix partners by testing, documenting, and marketing two or more Citrix Ready solutions together. Resulting solutions address more complex use cases and can dramatically reduce risk and deployment time for our joint customers.

Citrix Workspace, IGEL OS, and Imprivata OneSign

The Citrix Ready Bundled Solution Program has verified Citrix with IGEL and Imprivata. In combination, these technologies increase productivity for clinicians while enhancing device management, improving security, and lowering costs. Citrix Workspace integrates with IGEL OS on endpoint devices and Imprivata OneSign to provide seamless no-touch access to virtual apps and desktops as well as increasingly common SaaS-based clinical apps (Figure 1).

Users tap their badge on the Imprivata reader plugged into an IGEL endpoint to launch or reconnect to their Citrix virtual apps and desktops, authenticating through Imprivata OneSign. OneSign provides single sign-on (SSO) and virtual desktop automation, fully authenticating the user and giving them access to all relevant applications. Citrix Gateway then securely delivers the clinical user's workspace environment to the IGEL endpoint device.

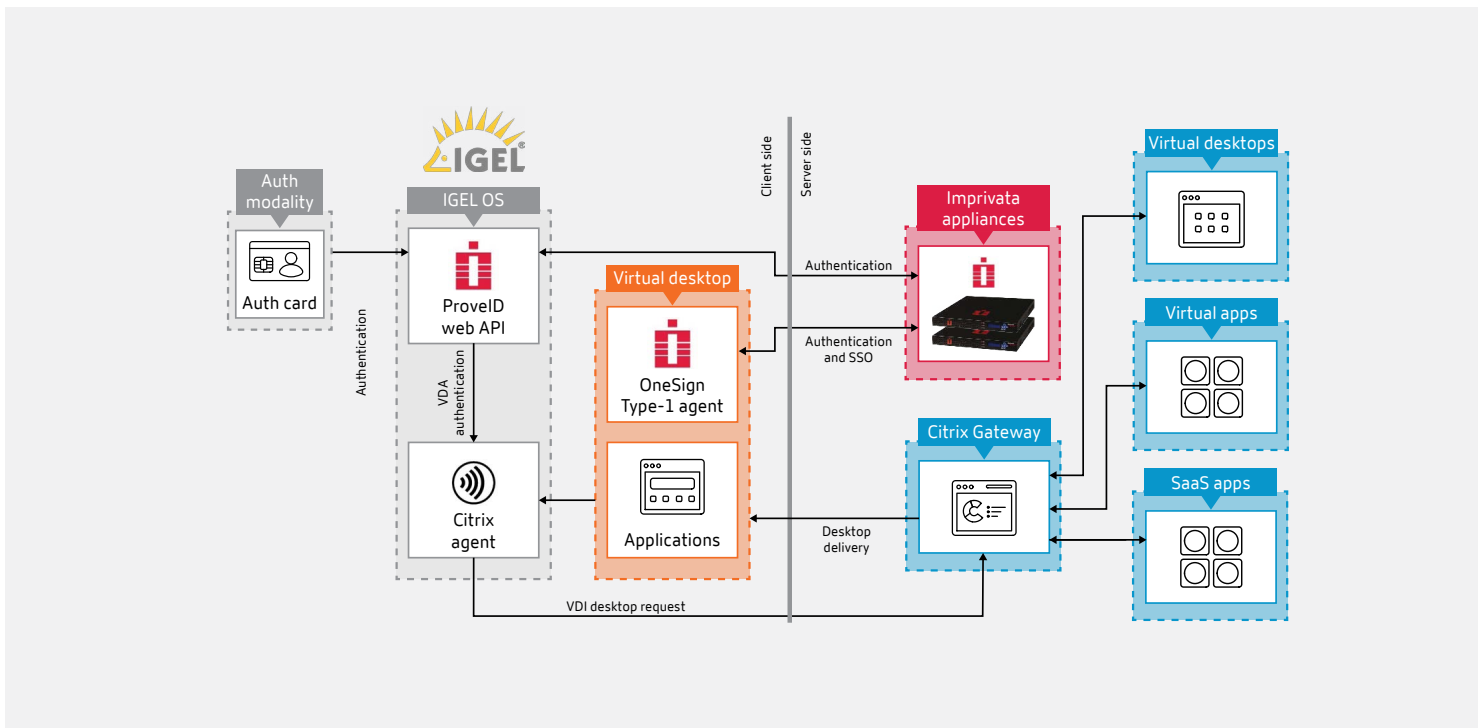


Figure 1. Citrix Workspace, IGEL OS, and Imprivata offer seamless integration

IGEL OS

IGEL and Citrix provide the security and performance that today's healthcare organizations seek. Currently in its 7th generation, IGEL OS standardizes endpoints and delivers access to Citrix virtual apps and desktops, giving users a familiar workspace.

For healthcare organizations with Windows 7 endpoints, IGEL OS offers a solution. Rather than upgrade from Windows 7 to Windows 10, which often requires more expensive hardware, IGEL OS runs on almost any 64-bit x86 device. Repurposing old hardware can take an eclectic mixed collection of devices (e.g., workstation on wheels (WoW) devices, PCs, laptops, MacBooks, and thin clients) and convert them into one homogeneous, centrally-managed set of endpoints. With Citrix, the Windows 10 OS can be centrally located in the data center, where appropriate resources can be allocated, leaving only the relatively small and efficient IGEL OS running on the endpoint devices. The IGEL Universal Desktop Converter and other IGEL devices are all Citrix Ready certified, giving IT peace of mind with a thoroughly tested and validated solution.

IGEL's Universal Management Suite (UMS) has revolutionized endpoint management for healthcare organizations. UMS provides a single endpoint management solution that offers automated backend control for IT while delivering a trouble-free environment for users. One or two people can manage up to tens of thousands of IGEL OS endpoint devices using UMS.

The Citrix Ready Workspace Security Program

Imprivata offers a comprehensive identity platform verified under the Citrix Ready Workspace Security Program. The program showcases a partner ecosystem of trusted security solutions that are tested and verified to work with Citrix Workspace, including key security integrations in:

- Access security
- Identity and access management
- Network and cloud security
- Device and endpoint security
- Data security
- Monitoring and analytics

Imprivata OneSign

Imprivata OneSign offers seamless single sign-on (SSO) to eliminate the overreliance on usernames or passwords. By delivering fast and secure access to workstations, applications, and virtual desktops for the entire enterprise, Imprivata OneSign improves efficiency and productivity while ensuring compliance with security and regulatory requirements. Using biometrics and/or proximity card authentication, care providers can access their workstations and virtual desktops with a single tap of a badge or swipe of a fingerprint. With Imprivata OneSign SSO, providers can access all their applications without further logins—including EMR, picture archiving and communications systems (PACS), computerized physician order entry (CPOE), and other one-premise or cloud applications.

Imprivata Virtual Desktop Access enables true desktop roaming between thin and zero client vendors, giving hospitals maximum endpoint device flexibility. Thin and zero client devices and operating systems, like those provided by IGEL, allow hospitals to make better use of their patient care spaces while lowering power consumption, reducing support costs, and minimizing IT management requirements.

Imprivata also offers Healthcare Seamless SSO, the trusted choice for fast, secure access into Office365, and thousands of other cloud applications. Developed by Imprivata and Microsoft, this joint solution provides enterprise SSO that utilizes a user's identity on shared workstations to deliver a nearly password-free experience for accessing Microsoft Modern Workplace and thousands of Microsoft Azure-AD Marketplace applications. Using single sign-on, users can access the applications they need to do their job—including web applications—from within the hospital or while remote.¹

Conclusion

The Citrix Ready Bundled Solution combining Citrix Workspace with IGEL and Imprivata gives hospitals the tools they need to offer seamless and secure access to clinical staff, even as they migrate from legacy endpoint devices. Along with improved clinician access, workflow, and experience, organizations benefit from enhanced IT agility, cost-effectiveness, and security. With built-in enterprise-level security, IGEL OS presents a minimal attack surface, offering strong data security and simplified compliance. Imprivata complements these strengths with strong authentication that helps effectively safeguard patients' protected health information within Citrix Workspace.

For more information, view IGEL's and Imprivata's profiles on the Citrix Ready Marketplace at citrixready.citrix.com/igel-technology.html and citrixready.citrix.com/imprivata.html respectively.

¹ Supported with an Imprivata OneSign G3 appliance running version 6.2 or later.



About IGEL

IGEL provides the next-generation edge OS for cloud workspaces. The company's world-leading software products include IGEL OS, IGEL UD Pocket (UDP), and IGEL Universal Management Suite (UMS). These solutions comprise a secure, manageable, and cost-effective endpoint management and control platform across nearly any x86 device. Learn more at igel.com.



About Imprivata

Imprivata, the healthcare IT security company, provides healthcare organizations globally with a security and identity platform that delivers ubiquitous access, positive identity management, and multifactor authentication. Imprivata enables healthcare securely by establishing trust between people, technology, and information to address critical compliance and security challenges while improving productivity and the patient experience. Learn more at imprivata.com.



About Citrix Ready

The Citrix Ready technology partner program offers testing and verification for joint Digital Workspace, Networking, and Analytics solutions. After a robust testing process, validated partner solutions are listed in the Citrix Ready Marketplace, giving customers and channel partners a simple and effective way to explore and select Citrix Ready verified solutions—increasing confidence while reducing risk. Learn more at citrixready.citrix.com.



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