

# NETCONNECT IN HEALTHCARE

## 360 Degrees: Healthcare & Mobility

WHITEPAPER



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## Introduction

Healthcare organizations are facing evolving challenges to provide modern technology services to their patients & internal users. These challenges are magnified by shrinking budgets & the need to stay compliant with the demands of strict regulations such as HIPAA. Torn between increasingly restrictive regulations & growing user demands for mobility & flexible working policies, many organizations are backed into a corner. These organizations often turn to cloud-based solutions, & in doing so unknowingly increase their risk profile. As such, the Healthcare sector is now a major driver in the shift towards cloud technologies, despite the fact that many of their clinical applications & services are not yet “cloud ready”.

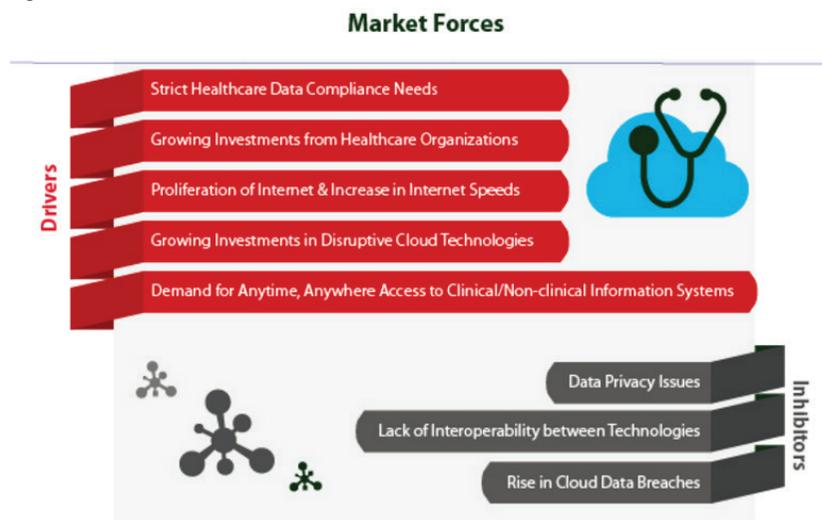
This white paper will demonstrate how NetConnect enables Healthcare providers to become more agile by successfully combining mobility & flexible workplace practices, while decreasing their risk profile by maintaining a secure data environment.

## The Evolution of IT in the Healthcare Industry

Healthcare providers are at the forefront of a number of major trends within the IT industry. Recent market studies show that the key driver for cloud-based solutions is the demand for anytime, anywhere access to clinical/non-clinical information systems. Healthcare employees now demand the ability to work from anywhere in the world, using their personal devices.

Conversely, the main inhibitors to cloud solutions are directly related to the risks of externally managed cloud environments; data breaches & data privacy. The ever-growing regulatory requirements, such as HIPAA compliance makes moving to the cloud an increasingly difficult proposition for many Healthcare organizations.

Figure 1 - Healthcare Computing Market Trends



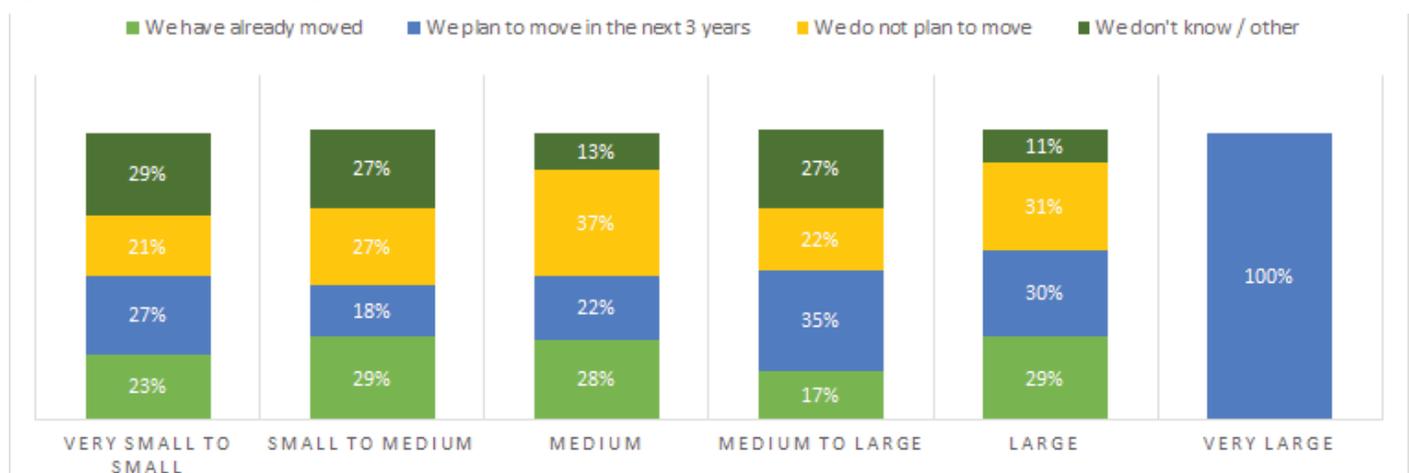
## Why The Cloud?

To begin the process of cloud migration, lengthy evaluation & review is required. If through careful review & regular auditing (for regulation purposes) security can be assured, a lack of interoperability between technologies still poses a significant problem for Healthcare organizations.

IT professionals in the Healthcare industry manage complex ecosystems that rely on careful balance between systems, applications & policies designed to meet the demands of the business they support. Migrating to a cloud environment often requires a fundamental change to the infrastructure & a complete rebuild of the ecosystem, bringing with it a new set of challenges; *Will the new system work with our existing infrastructure? Are we secure enough? Do we have the right backups? Will the new system actually provide what we need?* A cloud migration usually involves significant upheaval & a dramatic shift in work practices... Many organizations are unable or unwilling to undertake such a fundamental change to their current structure.

A recent study<sup>1</sup> of 200 Not for Profit healthcare organizations determined that more than half had begun their migration to the cloud or were planning it within the next three years. These organizations will be making this migration while navigating the complexities of having to enable mobility without compromising their security or compliance.

Figure 2 - Healthcare Computing Market Trends



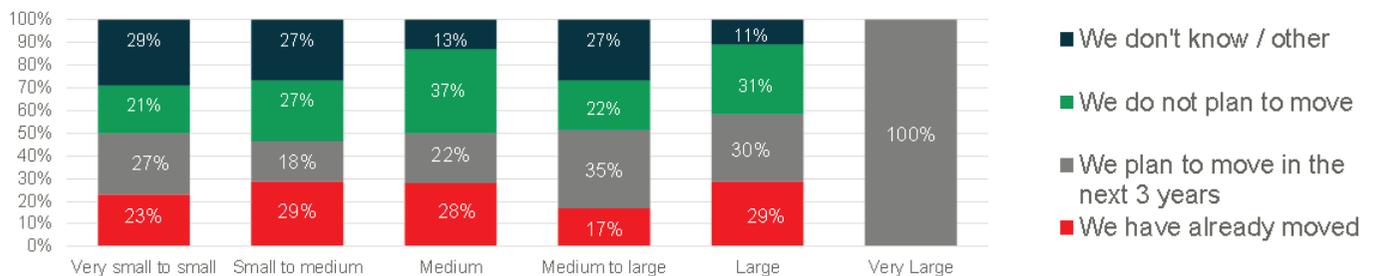
<sup>1</sup>Healthcare Cloud Computing Market Trends  
<[http://www.strategyr.com/MarketResearch/Healthcare\\_Cloud\\_Computing\\_Market\\_Trends.asp](http://www.strategyr.com/MarketResearch/Healthcare_Cloud_Computing_Market_Trends.asp)>

## Barriers to the Cloud

It is worth looking at the key factors infiltrating an organizations' decision not to make the jump to the cloud. Regardless of business size, industry & geographic location, the same roadblocks - data security, lack of integration, costs & insufficient time are prohibiting Healthcare organization's from migrating to the cloud.

Figure 3 - Healthcare Computing Market Trends

### NFPs who plan to move 'a significant proportion' to the cloud, by organisation size



Funding structures are shifting & maintaining budgets - particularly in the nonprofit sector - is a constant battle. **Two-thirds of all U.S. urban hospitals are nonprofit<sup>2</sup>**, with the remainder split between for-profit & government owned. Being a nonprofit organization does not remove any of the complexity of the various health industry regulations, yet the expectation is that organizations funded in this manner should offer the same level of service as their counterparts. Nonprofit hospitals are suffering through a decrease or shift in their traditional funding, & the vast majority are focused on developing & upgrading their IT infrastructure to become more agile. This also enables these organizations to cope with the increased incidence of care as a result of the aging population.

<sup>2</sup>Healthcare Cloud Computing Market Trends

<[http://www.strategyr.com/MarketResearch/Healthcare\\_Cloud\\_Computing\\_Market\\_Trends.asp](http://www.strategyr.com/MarketResearch/Healthcare_Cloud_Computing_Market_Trends.asp)>

## The Landscape

The world of healthcare is experiencing a significant set of constantly evolving challenges, the likes of which they have never faced before.



### Demand for Mobility



Users with powerful mobile devices & mobile providers promoting a flexible, nimble way of life demand the ability to work from anywhere in the world, at any time. These demands are made more pressing as users can sign up to consumer-grade cloud solutions to achieve (on the surface) similar results. However, doing so jeopardizes the security of the sensitive company data.



### Lack of Funding



On the other hand, growing regulatory requirements such as HIPAA & other worldwide regulations are pushing Healthcare providers to guarantee 100% protection of their data.



Funding is becoming increasingly difficult to obtain for Healthcare organizations, reinforcing the complexities of the above points.



### Regulatory Requirements

*The current market trend is to address the above concerns in two key ways;*



The "All-in" Method - companies make the decision within their budget, aware of their time & resource constraints, they attempt to move all their resources & applications to the cloud to make them easily accessible. This method is fraught with danger, carrying a high level of cost & it creates a more complex compliance environment.



Partial Migration - organizations migrate to the cloud using applications such as Office 365 & file sharing services like Dropbox. While these methods allow for easier access, they open significant security holes in the organizations' environment. While cost-effective, this method is merely a band-aid solution, satisfying only a few users with certain functionality. Ultimately these benefits do not outweigh the strain on resources & the significant limitations associated.

## Addressing the Challenges

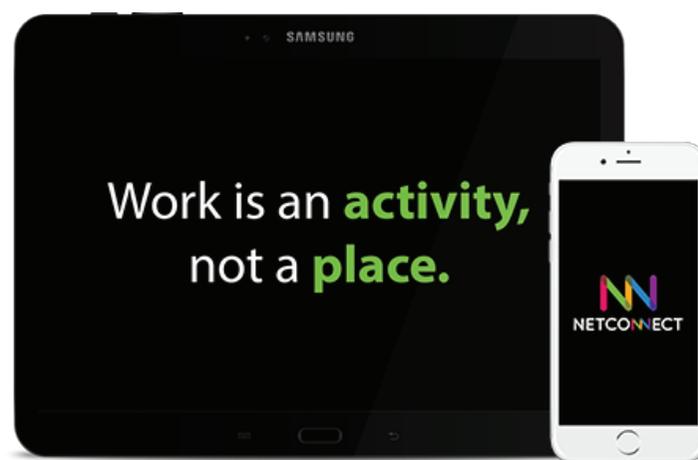
While the 'all in' & 'partial migration' approaches discussed previously are prevalent within the Healthcare industry, these are not ideal solutions. **Cloud solutions can be effective when deployed correctly** & have the ability to lower costs, promote workflows & enable easier day-to-day experience for users.

NetConnect provides an alternative to the current market trends for addressing remote access to a users' office environment. Software providers understand their customers' needs - they want the cloud, they want apps, they want remote access, but many struggle to deliver.

As opposed to relying on particular software providers to become "cloud ready", NetConnect allows you to be in total control of your environment. NetConnect also enables you to access traditional desktop & server environments from anywhere in the world, using any device.

By providing a highly secure connection via a user's device of choice (iPhone, iPad, Android, PC, Chromebook & any web browser). NetConnect allows you to **carry your office in your pocket.**

At NetConnect, we operate under the mantra that **"work is an activity, not a place"**. We believe only when you can truly access your entire work environment from anywhere are you able to do your job in the most efficient way possible.



## NetConnect - A Secure Mobility Solution

NetConnect is an enterprise mobility solution, designed from the ground up to enable users to work from anywhere in the world, using their device of choice. NetConnect simply extends the traditional office work experience to any mobile device.

Designed with Healthcare organizations in mind & with a full understanding of the complex ecosystem they operate in, NetConnect is **easy to install & does not require complex data migration** or any configuration downtime.

Users can become mobile in a matter of hours, with no need for retraining. The data & applications are never stored on a users' device, sitting safely within the company server. With NetConnect, users can perform all their standard & business critical activities using their preferred mobile device, browser & operating system - including the **ability to print locally to any printer**.

NetConnect comes standard with **industry-grade security features, ensuring corporate data never leaves the office environment**, nor is it ever stored on any personal devices. NetConnect is truly at the forefront of all current & emerging work practice trends:



BYOD



Mobility

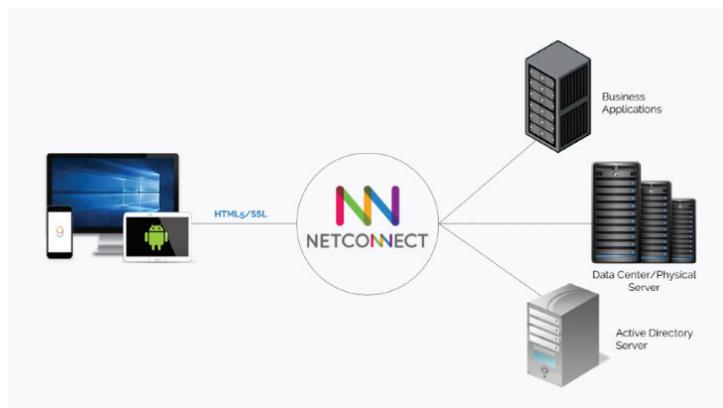


Teleworking



WaaS

NetConnect provides the solutions to all these emerging trends, & it does so without the difficulty & complexity of migrating your data to a third party cloud environment. With NetConnect, customers retain full ownership of their data & servers, so that you can enjoy total mobility the secure way.



## A Day in the Life of a NetConnect User - Mary, The Nurse

Mary is a nurse providing home care services to aging patients. Working with a large hospice care agency, Mary is seldom in the office as all care is administered at her patients' residence. Mary starts work in the morning, **turns on her PC at home & connects to the office via NetConnect.** She accesses patients' files for the day & reviews the latest information pertinent to her visits. While at her PC, she confirms her calendar is up-to-date, that none of her appointments have been cancelled & then she's off!

While visiting her first patient, Mary uses her iPad to access & update the patient information. She has instant access to all required forms & can complete them accordingly. Staff at the hospice can then immediately receive updated data & forms. By using NetConnect Mary is assured the **data is always stored securely in the office.** NetConnect simply provides a remote view of data, meaning data is never stored on her mobile device & she is able to use her personal iPad with zero risk of data leakage should she ever lose her device or have it stolen. Additionally, the security protocols offered by NetConnect enables Mary's iPad to be both a personal & business use device, keeping things simple for Mary's busy schedule.

After Mary leaves the patients' house she remembers she forgot to add an important note to the patient file - she simply pulls to the side of the road, opens her Android phone & connects to the office. Mary is able to continue with the same session she had open on her iPad for her patient, adding a quick note to the patient file. At the end of the day, Mary has no paperwork to fill out or submit as she has been able to access the corporate filing system throughout the day. Mary has been able to **work virtually as if she was in the office, using her device of choice.**

## A Day in the Life of a NetConnect User - John, The GP

John is a General Practitioner working three days a week from his own private medical practice, splitting the rest of his week at a local hospital & working from home. When John is in his office, he works using his desktop computer on his system, now four years old. The system fits their needs perfectly & as such there is no need to change it.

When John is not in his medical office, he regularly receives urgent calls from patients or from medical staff seeking urgent advice - John simply connects using his mobile device to the office computer. Through that connection, John is able to **securely access the patient data in the office environment** & provide his expert advice to the patient or staff member in need - instantly. When the situation requires a new script to be printed, John is able to print the new script, generated securely on his PC in the office, to **ANY local printer** via his mobile device. With NetConnect, John is able to perform all his normal activities from **ANY device of choice**. As it happens, John is very fond of Apple computers, despite the fact that the software package used in his medical practice is purely Windows-based. NetConnect allows John to complete his integration, offering the **ability to use his device of choice inside & outside the office** - John can securely & seamlessly access the Windows-based software from his Apple device.

NetConnect has provided John with synergy where he needed it the most. Splitting his work week between three different locations, using multiple systems & devices, was proving problematic. Now, John can access all his office environments using personal devices, simply & securely.

## A Day in the Life of a NetConnect User - Trish, The IT Manager

Trish is the IT manager of a large hospital & she understands the complex balance between user-experience, security & stringent budget allocations. These problems are ever-evolving & it is up to Trish to ensure all three aspects are in perfect harmony.

The patient management system currently in use at the hospital has been in place for over five years now. Unfortunately, the last effort to migrate to a new system left some scars for the hospital staff. Nevertheless, the system has been in production for several years, and all the medical staff use the software for the vast majority of their daily activities. As a matter of course, security policies in place around this software are strict & regularly audited - both internally & externally. Trish was recently told to enable access to this software for a number of staff, from their mobile devices. The software does not offer a mobile application, and there is no plan to develop one by the provider. After thorough investigation, Trish identified four different options that would provide staff mobile access to the software;

- 1 Migrating the entire software infrastructure to the cloud. While the provider claims a very short return on investment, Trish is unconvinced as the security risks generated by such a migration will prove problematic for the hospital given the emphasis on security.
- 2 Migrating the software to a new IT platform, such as Citrix. The demonstration was very convincing, however, the costs involved in terms of hardware, licensing & migration are very prohibitive given the hospital's tight budget. Additionally, the prospect of migrating the central application does not appeal to Trish as she is fully aware of the strain a complex migration can place on the hospital.
- 3 Completely change the software to a new provider that offers a mobile application. With the last migration front of mind, Trish considers this a last resort option.
- 4 Deploy NetConnect. **NetConnect allows the current & existing infrastructure to be instantly mobilized**, without any changes to the infrastructure. The data remains safely in the office, while select users can connect to their business critical applications using their device of choice. On the other hand, desk-bound users are not impacted by the change & can continue working with no disruption. Trish prefers this option as removing a need for migration, allows her to retain current policies & procedures. Additionally, NetConnect can be **deployed in a matter of hours**, with no large hardware required for the install. NetConnect mirrors the experience already available in the office, enabling users to be instantly productive from their mobile devices - with no need for any user retraining. Critically, With NetConnect, Trish can enforce compliance on users, as staff will access data without needing to export it outside the secure environment managed internally by Trish & her team. As Trish is operating on a shoestring budget, it helps that **NetConnect is also the most cost-effective answer** to her new mobility requirements.

## NetConnect - what's it all about?

NetConnect is a complete enterprise mobility solution, providing end users access to their corporate IT environment from anywhere in the world, using their device of choice. With NetConnect, users can carry their office in their pocket, enabling you to embrace mobility & subscribe to future ways of working.

### No Headaches

Using Microsoft Remote Desktop technology, NetConnect provides a simple & easy to manage gateway for IT staff to enable a complete enterprise mobility solution - without the headaches & risks usually associated with such a solution. NetConnect provides a simple & user-friendly interface across all devices, browsers & operating systems, with no need for any development or support of the end-user device.

### Instantly Mobile

The NetConnect solution encompasses a broad base of options for making data & applications available on any device (Windows, OSX, iOS, Android, Chromebooks & Linux). NetConnect installs on existing infrastructure & does not require any data or application migration, or any client deployment. This makes data & applications instantly available to all remote users, regardless of device.

### Safe & Secure

The data remains safely within the company datacenter, avoiding the need for user retraining or the rewriting of company policies. With NetConnect, data is never stored on a users' mobile device, so there is no risk of a security breach or data leakage if that device is lost or stolen.

### User Experience

NetConnect doesn't just stop at providing a cost-effective & highly secure mobility solution - we offer a seamless user experience, across any web device or browser. NetConnect is hassle-free to install & easy to use - it really is as simply as plug & play.

### Cost-Effective

NetConnect delivers a cost-effective, standards-based, high performance solution that is also highly scalable. We understand that the way your business operates now is not necessarily how it will forever - that's why NetConnect will grow with your business.

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