



## Upgrade the healthcare workforce experience with secure digital workspaces

### How a Digital Workspace Improves Patient Care and Business Efficiency in Healthcare

Healthcare professionals want to get back to providing exceptional patient care instead of spending much of their time on administrative tasks. A secure, anywhere, anytime, digital workspace helps deliver a great user experience and frees up more time to dedicate to the core competency of caregiving.

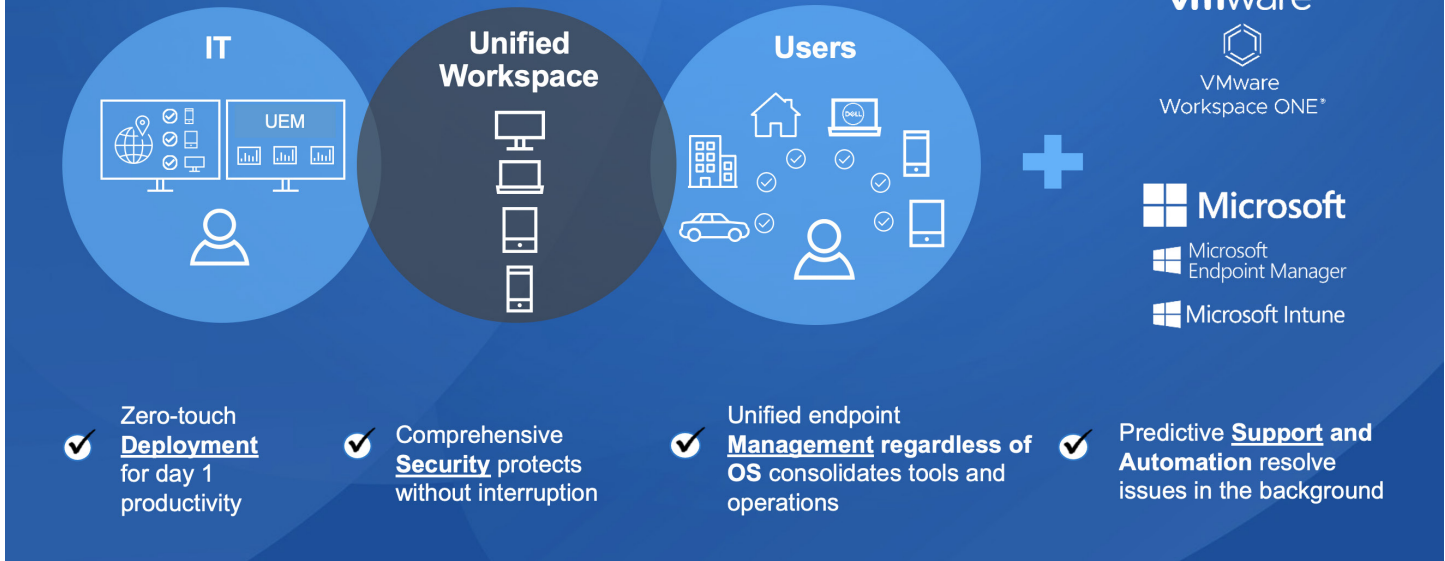
Today, it's routine for doctors to roam from one shared workstation to another, carry a tablet/smart handheld device on their rounds, and then finish documentation at home on a personal computer. Taking mobility one step further allows clinicians to access patient information seamlessly and securely, collaborate with specialists, and interact with patients—from anywhere and on any device. This transforms the way care is delivered.

It also enables the business-side of healthcare to respond more rapidly to changes and drive new levels of efficiency. The right technology makes acceleration possible by simplifying clinician workflows, reducing IT overhead, and ensuring data protection—even beyond the walls of the hospital.

**Single sign-on and tap-n-go solutions often save clinicians 45 minutes on a standard shift.<sup>1</sup>**

Enabling contactless proximity badge reader natively on devices like thin clients, desktops and laptops, enables rapid login and gives valuable time back to clinicians. Furthermore, adding features such as biometric fingerprint readers for multi-factor authentication further helps to streamline remote / virtual care workflows such as e-prescription of controlled substances (ePCS).

# Simplified and Intelligent Automation for a Unified Experience



## A Persona-Centric Approach to Connected Healthcare Workforce Solutions

Dell Technologies takes a persona-centric approach to the implementation of connected healthcare workforce solutions. There are multiple approaches to personas: device-centric—the right tool for the job; application-centric—the right apps for the user; delivery-centric—the right security and flexibility; and support-centric—the right level of responsiveness for the user. They are not mutually exclusive and can overlap extensively. Dell Technologies can come alongside you to help you align hardware configurations to personas, determine the right applications to push to each user, understand which apps and user groups are best positioned for virtualized delivery, and refine support methodologies to best enable productivity.

The Dell Unified Workspace remains our gold standard approach to helping customers achieve a modernized endpoint environment and deliver an optimized end user experience. Dell Unified Workspace helps the customer solve the challenges they face across end-user computing, not just endpoints.

## Dell Technologies Unified Workspace for Healthcare: Expanded Customer Choice and Secure Integrations

Probably the most significant new feature is expanded customer choice within Unified Workspace. This includes supporting the customer's Unified Endpoint Management (UEM) of choice, including Microsoft and VMware. We are developing our API framework that allow us to integrate with the customer's current environment and bring in automation—providing enhanced efficiencies across deployment, management, security, support. We are also aggregating the data and provide actionable insights so that the customer can stay informed and proactive. And for end users—it is about giving them what they have been asking for: technology that seamlessly work across devices, does not disrupt their day and optimizes the experience they have with their technology.

### The Dell Technologies Digital Workspace Solution gives healthcare organizations:

- Simplified management from a single console, over-the-air
- Full desktop / PC lifecycle management
- Increased visibility and security
- Intelligent insights and analytics
- Overall improved experience across end users and IT

For healthcare organizations that have elements of or full implementations of Microsoft or VMware client systems management suites, Dell offers integrations with VMware Workspace ONE and Microsoft Endpoint Manager. The Dell Client Command Suite seamlessly integrates with Microsoft Endpoint Manager for customized management of Dell systems. Dell integrations include console extensions for key tools and features, native Microsoft support for BIOS, driver, and firmware patches, integrated driver catalogs and imaging tools, and robust on-premises monitoring and management of Dell endpoint devices for added simplicity and efficiency. Dell and VMware are tightly integrated at multiple levels. For example, administrators can integrate Command Suite tools directly into the Workspace ONE console for ease of use. SafeBIOS integration means that VMware Workspace ONE administrators can use VMware Carbon Black Audit and Remediation to identify and fix compromised BIOS images.

All of these solutions need to be delivered in a secure way—especially for care providers that deal with private patient information on a daily basis. Healthcare and life sciences organizations of all sizes are facing growing data security threats. Built on over two decades of real-world threat intelligence and research, the Secureworks® Taegis™ cloud-native security platform is designed to meet today's security's challenges with detection, response and an open platform that integrates hundreds of leading technologies. Taegis solutions include Extended Detection and Response (XDR) with Taegis™ XDR, Managed Detection and Response (MDR) with Taegis™ ManagedXDR, Vulnerability Management with Taegis™ VDR, and continuously curated threat intelligence to reduce risk.

For customers looking at implementing Zero-Trust to secure and enable a remote / hybrid workforce, Dell has security expertise with best-in-class Microsoft tools, to assess gaps in your security posture and create a roadmap to Zero Trust adoption, prioritizing investments to accelerate time-to-value and maximize organizational impact.

## Migration to a PC-on-demand model

With the shift to on-demand consumption models, we understand that healthcare technology departments are exploring PC as-a-service (PCaaS) models. Dell Technologies can deliver end-to-end PC services, including hardware, deployment, support, asset recovery and transitioning to new devices. Dell PCaaS has been found to save 5.26 hours of IT support labor per device over the lifecycle while reducing help desk tickets by 20 to 35 percent, freeing IT to redeploy their time towards more strategic initiatives instead of PC tech support.<sup>2,3</sup>

### IT savings realized by migrating to Dell PCaaS<sup>2,3</sup>

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## Extending Patient Care Beyond the Hospital Walls with Digital Workspaces

Providing efficient and effective patient care is no longer bound within the hospital walls and ambulatory clinics. Improving patient outcomes extends to the point of patient - wherever, whenever, and however, they need care. A digital workspace is now a critical requirement for healthcare, providing full access to apps, desktops, data, and services that follow people—both clinicians and patients—across locations and devices for truly seamless delivery of care.

Dell Technologies delivers a portfolio of solutions focused on simplifying the PC lifecycle environment with modern solutions for deployment, security, management and support. Give your employees seamless, hassle-free experiences with industry leading expertise from Dell Technologies no matter where they work.

Learn More about our solutions for healthcare.

Contact a Dell Technologies Solutions Expert.

**DELL**Technologies

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- <https://intl.imprivata.com/single-sign-on-ss0>
- Forrester Consulting Report commissioned by Dell Technologies and Intel, "The Total Economic Impact of Dell's PC As A Service," November 2020. <https://www.delltechnologies.com/resources/en-us/asset/analyst-reports/solutions/forrester-the-total-economic-impact-of-dells-pc-as-a-service.pdf>.
- Based on a Forrester Total Economic Impact™ Study commissioned by Dell, "Gains From Dell Technologies Unified Workspace Solution Offset Hardware And IT Costs" November 2020. <https://www.delltechnologies.com/resources/en-us/asset/analyst-reports/solutions/forrester-gains-from-dells-unified-workspace-solution-offset-hardware-and-it-costs.pdf>.

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