SOLUTION BRIEF

Goliath Technologies + IGEL:
Improving patient care through proactive, fast and secure delivery of clinicians' digital workspaces and EHR applications.

The Goliath Technologies and IGEL partnership enables Health IT to proactively monitor and troubleshoot the end-to-end clinician experience while centrally managing, controlling, and securing all endpoints. In today's healthcare environment, no patient can be cared for without a clinician logging into their digital workspace and accessing their EHR applications (e.g. Cerner, Epic, MEDITECH, Allscripts, etc.). It is critical that when that clinician logs in, they have fast and reliable access to these and other mission-critical clinical applications. There is no room for downtime or slow logon speeds when clinicians are actively caring for their patients.

Optimize and secure the clinician's workspace with IGEL

When hospitals select IGEL, they receive the next-gen edge OS for their cloud workspaces to simplify system-wide management and the performance and efficiency of all endpoints from a single console. They not only reduce their IT costs by maximizing the benefits of their existing infrastructure and hardware investments while reducing ongoing operational costs, but they securely enable clinicians to work anywhere, anytime, and on any device.

Goliath Technologies delivers purpose-built modules for EHR applications. The ONLY monitoring and troubleshooting workspace tool:

- Deployed in Cerner RHO
- Certified in Epic App Orchard program
- Validated by MEDITECH and Allscripts customers

Monitor and Troubleshoot the Clinician's Workspace with Goliath Technologies

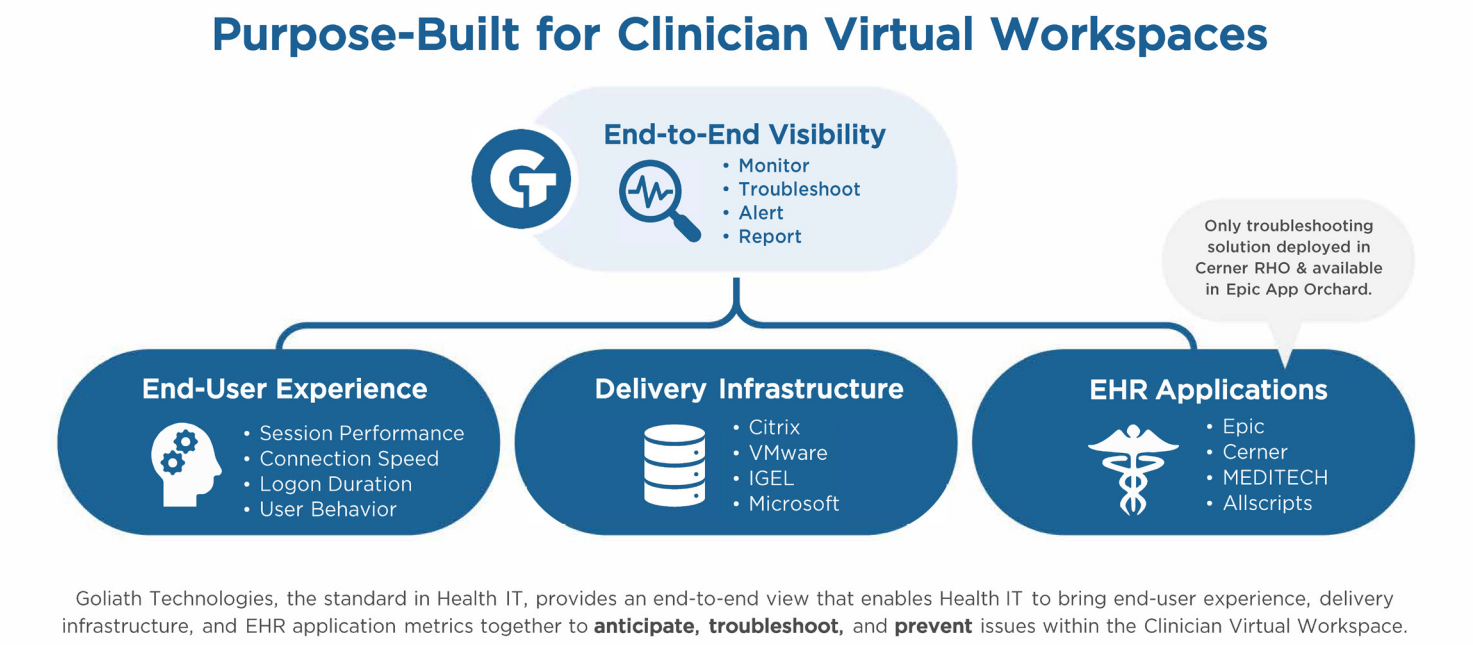
Goliath Technologies provides Health IT the tools to anticipate, troubleshoot, and prevent digital workspace experience issues regardless of where their infrastructure, workloads, or clinicians are located. In today's technology landscape, there are network, user behavior, server, connection, and application issues that can all disrupt a clinician's digital experience. It is critical those issues are proactively found to quickly troubleshoot and find the root cause to prevent disruption in patient care.

Deliver Proactive Health IT

Health IT has a critical role in delivering quality care to patients as they are responsible for ensuring that the infrastructure and applications clinicians need daily are fast and available 24x7x365. With Goliath Technologies, Health IT teams can proactively prevent performance issues with EHR applications and other apps serviced within a VDI infrastructure. Before clinicians even attempt to logon or access an application, Goliath Technologies automatically and intelligently checks the application delivery infrastructure for events, conditions, or failure points and alerts on any potential issues. The solution automatically checks over 250 environmental factors that are commonly known for causing slowness or disruption in the clinician's experience. With granular performance metrics on all the IT elements, including EHR applications, administrators discover issues proactively and quickly remediate before clinicians' work can be impacted. It is through Goliath Technologies' advanced monitoring and troubleshooting platform that preventative care for the clinician's workspace is enabled. In addition, IGEL's Universal Management Suite (UMS) software, famed for its simplicity, can be configured for high availability to help ensure non-stop management and control of all IGEL-powered endpoints throughout the healthcare organization.

Service and Manage Hybrid IT Infrastructures

Hospitals trust IGEL as they enable central endpoint management, control, and security across their hybrid software and hardware infrastructure. As technologies evolve, it is not economically feasible to always remove older technologies across an entire IT environment. With IGEL, IT has the control of where and when they upgrade as all their compatible endpoints can be managed from a single console, giving clinicians the most relevant and secure digital workspace. As more endpoints and technologies are added to the workspace, Goliath Technologies adds an additional layer of safety with active, predictive monitoring and troubleshooting tools that work across a hybrid infrastructure alerting anytime an issue is discovered that impacts the clinician experience.



Goliath Technologies, the standard in Health IT, provides an end-to-end view that enables Health IT to bring end-user experience, delivery infrastructure, and EHR application metrics together to **anticipate, troubleshoot,** and **prevent** issues within the Clinician Virtual Workspace.

Goliath Technologies and IGEL Deliver Value to Health IT

- **Reduce EHR slowness & downtime** – purpose-built EHR modules monitor availability and performance of EHR and other mission-critical clinician applications proactively alerting anytime slowness or downtime is discovered that could impact clinician experience.
- **Decrease support tickets** – proactively alert IT administrators when workspace, Citrix, VMware Horizon, or EHR applications issues are discovered and remediate the issue before a ticket is even submitted. Moving Windows off endpoints and replacing with the IGEL OS operating system can oftentimes reduce endpoint-related trouble tickets by up to 95%.
- **Speed up Citrix or VMware Horizon logon times** - solve tickets faster – end-user metrics and deep analytics around the EHR delivery infrastructure and end-user experience enable streamlined troubleshooting to quickly identify root cause of performance and application issues enabling fast remediation.
- **Improve clinician experience** – clinicians require their workspace and EHR applications to be fast and available 24x7x365 which can only be achieved with automated, intelligent workspace monitoring and management.
- **Deliver high-quality patient care** – through seamless access to mission-critical clinical applications, clinicians can remain focused on the patient and improving the quality of care.

Better Together to Maximixe Investments

Goliath Technologies supports and maximizes the value provided by IGEL by ensuring all endpoints managed and secured by IGEL are properly monitored to easily troubleshoot network, bandwidth, and user behavior issues to reduce or even eliminate downtime.

Customer Testimonial Call Outs

> **We selected Goliath Technologies because their end-user experience monitoring, troubleshooting and management supports Cerner and identifies systems degrading before clinicians are impacted. We do over 15,000 Cerner application test launches per day. This early warning system coupled with enhanced performance data and analysis helps us collaborate with Cerner to resolve issues."**
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> – **Mike Nelson**, CIO, UNIVERSAL HEALTH SERVICES

> **Over time we have seen costs for hardware, power and support drop. Our desktop IT support staff have a much easier time managing the IGEL fleet than they ever did with 4-5 different desktop models. Our deployment times have also gone way down. Deploying or replacing the remaining desktops is much faster."**
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> - **Allen Fox**, IS INFRASTRUCTURE MANAGER, BEND MEMORIAL CLINIC

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IGEL

Revolutionary in its Simplicity

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