

“Fujitsu Workplace Anywhere runs reliably and quickly and improves the efficiency of both nursing and finances. It goes hand in hand with the idea of moving to open interfaces.”

Matti Ahola
CIO
Carea

Fujitsu Workplace Anywhere allows Carea’s users to access personalized workspaces securely from any device reducing costs and increasing productivity.

At a glance

Country: Finland
Industry: Healthcare
Employees: 2,100
Website: www.carea.fi

Challenge

Carea wanted to upgrade its old Windows XP desktops for an improved user experience and a more flexible working environment that would allow users to access patient records securely from any device.

Solution

It deployed Fujitsu Workplace Anywhere, a Citrix based virtual client services solution that makes each of the 1,600 users’ desktops available remotely and introduces the ability to transfer a single session on the move.

Benefit

- Provides a better user experience, which improves productivity
- Ten second login process reduces waiting time for medical workers, enhancing patient care
- Enables medical professionals to have their customized desktop follow them between devices and locations
- Service requests reduced by 80 percent, helping lower costs
- Sensitive patient data is never at risk of exposure

Customer

In Finland, local municipalities are responsible for providing social and health services to citizens. These municipalities are also part of larger federations which handle emergency services and special care. Carea is one such federation and its member municipalities are Hamina, Kotka, Kouvola, Miehikkälä, Pyhtää and Virolahti. It provides social and health services for 174,000 citizens and employs 2,100 professionals.

Products and services

- Fujitsu Workplace Anywhere Virtual Client Services and Service Desk



Challenge

Like all public sector bodies, the pressure to manage costs is a critical consideration for Carea. As budgets are reduced, hospitals must find new, more efficient ways to solve IT issues. The organization wanted to replace its aging Windows XP desktops and virtual environment with a new solution that would decrease the need for user support and provide a better, more flexible user experience.

"In healthcare solutions, information must always be available. It is an absolute requirement to have fast access to applications and data," says Carea's CIO, Matti Ahola. "We need 100 percent reliability. If you aim for 99.9 percent, you allow yourself some room for error. In a treatment situation, a failure of 0.1 percent may be a disaster."

Carea has a long-term relationship with Fujitsu and asked it for recommendations on how it could most effectively modernize its desktops. Fujitsu suggested its Citrix-powered Workplace Anywhere platform.

Solution

The device-independent virtual working environment offered by Fujitsu Workplace Anywhere enables employees to log in to data systems using their smart card. This means that the same session follows them anywhere – from one workspace or device to the next. For users, the core of the Fujitsu Workplace Anywhere service is the Fujitsu user interface. It is the same on all devices and includes all applications needed when working. The interface also offers a calendar, email, availability status, instant messages, calls and documents.

The Fujitsu Workplace Anywhere environment is produced as a service package from an onsite data center. The virtual working environment is flexible according to the different terminals used and is accessible from any location via an Internet connection. Over 40 applications, including the patient information system and data, are located in the data center where they are under centralized management according to best practices.

Fujitsu Workplace Anywhere now supports more than 1,600 users on a combination of IGEL thin clients, laptops and desktop PCs across the organization – each of which is covered by full device lifecycle management.

Benefit

Carea expects the new Fujitsu Workplace Anywhere solution to deliver lower and more predictable costs through reduced support needs.

In one month's time, only three percent of them made a request to the service desk, while with traditional workstations the corresponding figure was 15 percent, a reduction in demand of 80 percent.

"Hardware must be available to our nursing staff, instead of being under repair by our support teams," continues Ahola. "By offering fool proof performance, we have taken a giant leap forward. Moreover, better tools enable a happier workforce and improved patient care."

"Fujitsu Workplace Anywhere is remarkably handy. I start my working day by opening the records at my own workstation, then head out to the ward where I'm needed. This way I can be prepared for the day, and by the time I get to the ward I have all the patients' files readily available on my desktop," says paediatric physiotherapist, Noora Rauvanto-Lämsä. "During the day it's easy to file reports, make workout instructions and enter appointments. It also saves my working time when I don't have to run back and forth between my desk and the ward. It is so much better than the traditional workstation."

The ability to log in quickly from any device improves user productivity and reduces frustration while also enabling remote, flexible working. Once accessed during the day, the user can return to a session in 15 seconds even after having left the workstation at some point. It is a significant improvement compared to the old system: the time spent on waking up the system can now be used more efficiently with the patients. Moreover, several employees can use the same device during one shift, removing the need for dedicated workstations.

The service's information security is based on user identification and can be implemented through CallSign identification or smart card authentication, together with a username and password. Thus, sensitive patient data is never at risk of exposure.

With the initial roll-out complete, Carea is now looking to extend the Fujitsu solution to all Carea employees and extend the number of applications hosted. This will enable every doctor and nurse to have access to critical patient information within ten seconds regardless of where they are located.

The ideology and goals behind Fujitsu Workplace Anywhere represent a huge step forward in the traditional IT environment. Especially in health care, where mobility is an essential part of the work, projects like these can bring considerable benefits," concludes Ahola.

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