



# WORKSPACE MODERNIZATION FOR HEALTHCARE

## Delivering a flexible, reliable clinical digital workspace

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The healthcare industry has long faced a set of challenges for which remote and clinical digital workspace technologies seem ideal. But, these technologies have often failed to deliver in the real world. Their complexity, stability and usability challenges are a source of frustration for IT professionals and healthcare users alike — especially at a time when consumer technologies have become so easy to use.

What if you could overcome these problems? What if you could propel the clinical workspace into a consumer-like era by providing flexible and personal virtual computing — with the speed and ease of use clinicians need and that security IT requires? Physicians could make critical care decisions across multiple locations with their technology working as an enabler rather than a barrier. And IT can empower an evolving, high-turnover workforce by instantly provisioning new computing profiles for workers, independent of the devices they're using.

This is why healthcare providers are turning to RES.



### CLINICAL COMPUTING WITHOUT THE COMPROMISE

Many of the complaints clinicians have about their IT experience stem from IT's emphasis on increasing security and reducing the cost of computing. The tradeoff is often lower risk and increased IT efficiency at the expense of the user experience. With RES, you can dramatically improve the virtual clinical workspace to better meet the needs of your healthcare workers in a way that makes such tradeoffs a thing of the past.

For example, RES decouples user customizations from specific systems and devices, allowing customizations to be portable from device to device and across delivery platforms. Instead of the disorientation that comes with working in disparate environments, clinicians get a ubiquitous computing experience across the hospital, empowering them to focus on the task at hand.

All of this is accomplished with context-aware technology that associates specific roles, identities and permissions with customizations, regardless of device or delivery platform. This technology also establishes and enforces security parameters needed to minimize risk and ensure compliance, while also making access easier.

### FASTER PERFORMANCE

For healthcare workers, performance problems with virtualized workspaces often start with the initial experience of logging in. And when physicians and other clinicians regularly log in more than 20 times a day, the impact on job performance is potentially dire.

RES offers a unique approach to logging in. Typical workspace configurations load all permissions for all applications and resources when the clinician first starts up the virtual environment. This can take a long time and is often cited as one of the core points of frustration with the virtualized workspace experience. RES allows clinicians to login to Windows faster, handling application-specific permissions as needed. Loading permissions for a single application takes just a fraction of the time of loading all permissions for all resources up front.



In an industry where every second counts and the quality of care often hinges on prompt access to the right information, RES delivers what your clinicians need.

What's more, RES supports high levels of responsiveness once your users are logged in. This means they can execute tasks within the remote environment at speeds comparable to local or non-remote desktop experiences. The result is faster access to data and resources — and more time spent engaging with patients.

### RELIABILITY AND STABILITY

Issues of performance are closely linked to those of reliability and stability. For example, many clinical digital workspaces, for example, have oversized computational needs and data requirements that result in crashes or push users into forced shutdowns when the environment freezes. With a lightweight architecture, RES helps circumvent such problems, allowing users to navigate the environment quickly and do their jobs effectively. Hospitals leveraging RES technology report fewer instances of profile corruption and lower levels of user frustration. The computing experience is fast, stable and reliable — yielding more productive workers and fewer problems for IT.

### FUTURE-PROOFED HEALTHCARE IT — AND A FAR BETTER USER EXPERIENCE

Because RES runs independently of the underlying operating systems, it helps future-proof your IT investments. Across devices, workstations and facilities, users have access to a consistent and personalized workspace — regardless of whether they're logging in to a physical, virtual Windows 8 or Windows 7 device. This portability allows IT to complete hardware or system upgrades behind the scenes, without impacting the user experience.

In the end, the most compelling case for clinical workspace computing with RES is that it helps your healthcare professionals do their jobs better. In an industry where every second counts and the quality of care often hinges on prompt access to the right information, RES delivers what your clinicians need. Users get an environment they can customize without the performance and stability issues common to remote systems. This makes them more efficient and effective when it comes to the thing that matters most: the delivery of high-quality patient care.

### LEARN MORE

To find out more about how RES can help you improve your clinical digital workspace to drive productivity and increase user satisfaction, call us at [1.800.893.7810](tel:18008937810) or visit us at [www.res.com](http://www.res.com)

## RES HELPS COOKS CHILDREN'S HOSPITAL OPTIMIZE THE CLINICAL DIGITAL WORKSPACE ACROSS THE FOLLOWING AREAS:

- Faster availability of new infrastructure to meet demands of critical hospital staff
- Improved speed and performance for clinical workers' virtual environments
- Better management and scalable personalization of virtual images and user settings
- Increased overall quality of IT service delivered to the business.

### ABOUT RES

RES creates, automates and secures digital workspaces to improve the experience and productivity of the workforce while lowering IT costs. RES takes a people-centric approach to making technology access secure, even in complex multi-device/multi-location scenarios, across physical, virtual and cloud environments. RES boasts numerous patented technologies, fast time to value, and superior customer support for more than 2,500 companies around the world. For more information, visit [www.res.com](http://www.res.com), contact your preferred RES partner, or follow updates on Twitter [@ressoftware](https://twitter.com/ressoftware).