

Liquidware Labs Transforms Desktops in Healthcare

Founded in 2009, Liquidware Labs is an industry leader, providing solutions for next-generation physical and virtual desktops, including VMware Horizon View, Citrix XenDesktop and XenApp and Microsoft® Windows. Our solutions are used by Healthcare organizations to provide new efficiencies as well as meet HIPAA compliance and security requirements.

Delivering “Follow-Me” Desktops and Printing

Healthcare organizations today require “follow-me” workspaces for staff in order to free them to provide better care to the patient. ProfileUnity is a sophisticated User Environment Management (UEM) solution that decouples user profiles and user-authored data from the Windows OS, stores them independently in central storage in order to be utilized upon login, regardless of the platform, location, or end point device. Triggers and context-aware filters can fine tune the automated mapping of printers and other peripherals so users have seamless access to work resources even as they move from location to location.

Accelerating The Login Process

Healthcare not only needs flexible follow-me desktops, but requires near instantaneous access to them. If login times expand to unacceptable durations, the root cause of problems must be corrected immediately. Liquidware Labs Stratusphere UX provides a specialized “login breakdown analysis” that provides vital and granular visibility into the events that run during the machine boot and the login process.

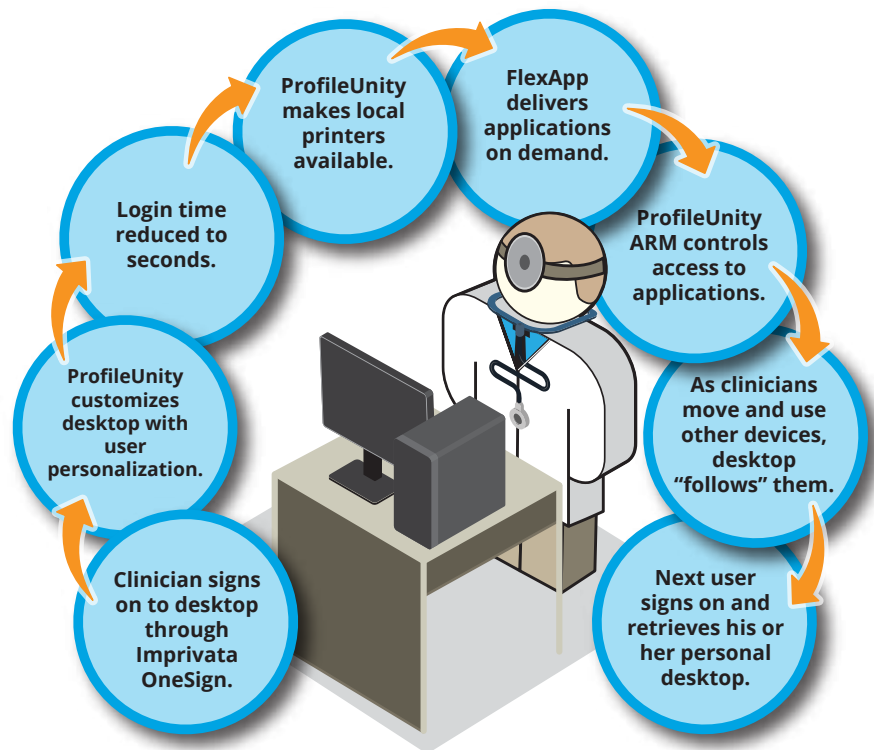
Once the analysis confirms no abnormal bottlenecks exist, Liquidware Labs ProfileUnity can be used to optimize the login process. ProfileUnity solves common problems that cause profile bloat which can bog down logins, including eliminating cached files or deleted items, or ignoring cached files application settings folders. ProfileUnity allows you to store PST and local OST files outside of the user profile. Once the profile size is reduced through automation and best practices, ProfileUnity further compresses the transfer and network storage of the optimized user profile in a ratio that is up to 50:1.

ProfileUnity can execute policies based on Microsoft AD criteria and by more than 300 context-aware filters combinations. The solution performs only a single master lookup when authenticating policies against Microsoft AD, and is significantly faster. ProfileUnity includes a robust ADMX import capability to replace AD policies thus significantly speeding up logins for the majority of users.

ProfileUnity's “Portability” feature module can set portions of the profile to load silently after login. This feature can be used with ProfileUnity's exclusive ProfileDisk technology to easily handles large profiles such as those containing Microsoft Office 365 Offline Cached mode data.

Imprivata Integration

ProfileUnity can easily integrate with providers such as Imprivata for secure single-sign on authentication thus reducing “repeat” logins. Clinicians need only to actually login the first time; subsequently their profiles and all group policies will follow them from station to station. ProfileUnity enables a follow-me persona that can automatically detect the location and context upon user login either as normal or through a solution such as Imprivata® OneSign®. The users' profile, policies, access to data and location-aware printing are then instantly configured.



Boosting Desktop Security

Hospital IT systems must meet the highest standards of security of all industries as they are mandated to keep enormous amounts of personal patient data private. In a recent report compiled by IBM, Healthcare moved into the top spot of the rankings as the most-attacked industry in 2015, replacing financial services. Five of the eight largest healthcare security breaches took place during the first six months of 2015, and over 100 million healthcare records were compromised in the same year.

Liquidware Labs solutions – used together – helps Healthcare organizations meet US-CERT recommendations to protect their computer networks from malware and ransomware attacks as follows:

- ProfileUnity supports centralized backup of user-authored data, thereby enabling a sophisticated data backup and recovery plan for all critical information through standard backup and replication solutions.
- ProfileUnity supports integration with Imprivata. Additionally, desktop/workstation features can be locked down to ensure the desktop and environment remains secure and compliance regulations are kept intact.
- Application whitelisting and blacklisting is one of the best means for preventing malware or ransomware from compromising IT systems. Stratusphere UX can be used to perform an application inventory to be the basis of an application whitelist. ProfileUnity features to manage whitelisting and blacklisting allow only the specified applications to run. ProfileUnity also can restrict users' ability (permissions) to install and run unwanted software applications.
- FlexApp supports centralized storage and management of applications, thus greatly simplifying maintenance and helping administrator ensure that OS and all software is up-to-date with the latest patches. Ensuring these are patched with the latest updates greatly reduces the number of exploitable entry points available to an attacker.

Delivering High Performance and High Availability

Healthcare IT infrastructures and desktop environments must be always available to staff and patients. However, as these systems become larger, more complex and more virtualized, it becomes extremely difficult to spot potential issues before they turn into major problems and bring systems offline.

Liquidware Labs Stratusphere is a unique, purpose-built, desktop user experience assessment, monitoring and diagnostics solution. When used for assessments, Stratusphere can ensure that desktop images and desktop environment infrastructure are properly designed.

With Stratusphere UX, HIT staff can proactively monitor ALL desktops in the environment, regardless of platform and provide support to first-tier desktop administration staff, triage trouble tickets and more effectively identify, route and elevate looming issues before they become system-wide nightmares by:

- Providing detailed analysis of a single user, machine or application view; suitable for entry-level desktop administrators
- Executing a cursory diagnostic analysis (Health Check) to help quickly route trouble calls to appropriate IT teams
- Leveraging the Stratusphere UX API – a point and click GUI API builder — to assist any level administrator or consultant to extract information from Stratusphere UX and repurpose it in other more commonly used formats or systems monitoring solutions.

Simplifying Desktop Image and Application Management

Healthcare organizations have an onerous task of tracking and maintaining all the applications used by their diverse staff. Many are looking for alternatives to managing hundreds of desktop images. Liquidware Labs Stratusphere UX can be used to perform an application inventory as a first step to designing an application delivery strategy that matches applications with the most efficient delivery approach as follows:

- Deploy the application within the base image
- Virtualize the application either through isolation, streaming or publishing
- Deliver the application through an application layering solution such as Liquidware Labs FlexApp

FlexApp Application Layering is proving to be boon to Healthcare organizations. This solution "redirects" application installations onto virtual disks that look "native" to Windows OS when attached to the endpoint. FlexApp solves the problem of maintaining desktop images for every user group. Administrators need only to create a limited number of master images. Other applications used by specific groups or individuals can be "layered" on top of the master image on demand.

FlexApp has demonstrated support for EHR software, such as Cerner, McKesson, MEDITECH and EPIC, etc. and can be set to automatically deliver these applications for time of day, location or any other compliance attribute based on the user's context. Because the majority of applications can be stored centrally, application upgrades, patches and other maintenance can be regular and comprehensive, greatly enhancing desktop security. Administrators can maintain existing SLA's with zero user disruption.



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More information and trial software is available at www.liquidwarelabs.com, or by emailing sales@liquidwarelabs.com.