



**Citrix
Workspace
for Health
and Human
Services**

Improving services delivery with an adaptable, efficient, and secure workspace

State and local government HHS agencies face the same fundamental challenges as private sector organizations – with some extra demands thrown in. As a social “safety net,” your organization must serve vulnerable constituents while dealing with budget shortfalls, competition for employees, rapidly changing healthcare technology, and increasing data security threats. Added to this list are government-specific issues such as new regulations and reimbursement models.

One powerful strategy for tackling all these concerns simultaneously is to deploy a secure digital workspace. It’s a flexible and integrated method to deliver and manage the applications, desktops, content, data, and devices your workers need.

A complete digital workspace should deliver improvements in the areas of experience, security, and choice while supplying the following attributes:

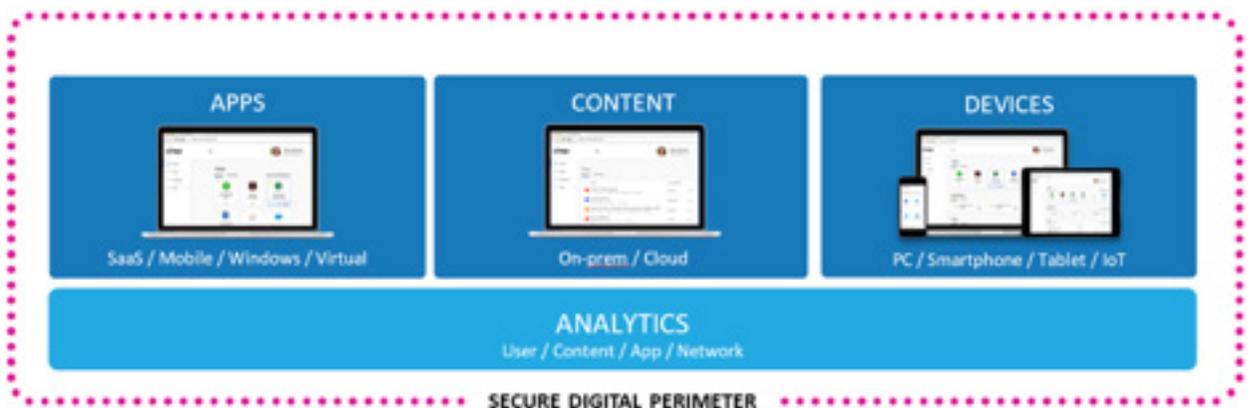
- **Unified:** Provides a single pane of glass for configuring, monitoring, and managing your entire technology infrastructure to deliver a unified user experience
- **Contextual:** Adapts to each worker’s patterns and exceptions through machine learning so work can be done securely, from any location
- **Secure:** Grants safe access and full visibility across the network and user ecosystem and includes predictive analytics so you can proactively address threats

At a Glance

A secure digital workspace from Citrix gives your health and human services (HHS) agency a flexible, integrated way to support your mission. It streamlines delivery and management of applications, protects confidential data for regulatory compliance, and supports staff mobility to increase productivity and citizen engagement. This workspace also enables you to adopt cloud or hybrid cloud services to boost scalability and reduce IT administration.

Key Benefits

- Data security for privacy protection and regulatory compliance
- Remote and mobile application access at the point of service
- Centralized IT administration to reduce costs
- Secure file transfer to safeguard collaborations with colleagues, citizens, and other agencies
- Business continuity to maintain critical services



A secure digital workspace can contribute to your mission of promoting health and wellness and a better quality of life for constituents by:

- Raising staff efficiency, productivity, and satisfaction
- Strengthening regulatory compliance and information security
- Streamlining adoption of new technologies, such as cloud services
- Promoting inter-agency collaboration and online constituent services
- Freeing up IT budget for other uses

Citrix Workspace, a secure digital workspace, can help you accomplish all of this. It also enables you to realize the full benefits of hybrid and multi-cloud environments while simplifying management and overcoming security challenges. Let's look at some of the leading scenarios – and benefits—for HHS agencies.



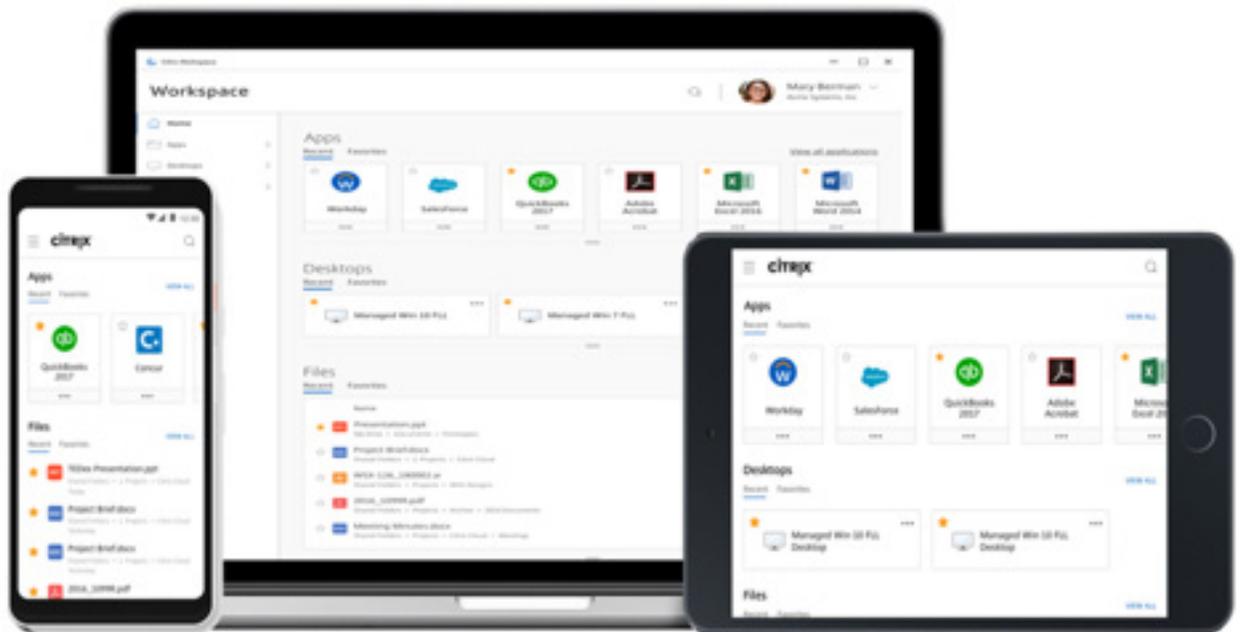
A secure digital workspace solution supports a wide range of access scenarios.

1. Secure access to applications and desktops

Whether they are entering data in your core electronic medical/health record (EMR/EHR) system, administering a benefits program, or updating a payroll application, your workers need flexible, secure access with high performance over the network.

A secure digital workspace solution supports a wide range of access scenarios. For example, social workers, health educators, and visiting nurses in the field can connect to resources and input data at the point of service—on any type of device. Counselors and other clinicians can roam from device to device within a health facility to maximize their productivity. The workspace technology also centralizes IT management in your datacenter or the cloud for enhanced control, efficiency, and security.

- **Experience** – By virtualizing service applications and delivering them to tablets or laptops, you allow staff to enter data or create reports directly, rather than taking notes and transcribing them later. In addition to convenience, your workers enjoy a consistent experience no matter what device they are using.
- **Security** – With centralized management and policy-based controls, you can avoid the high costs of securing applications on each endpoint. Citrix technology protects against potential security compromises introduced by legacy and custom, non-clinical applications that are accessed from the same device as clinical apps.
- **Choice** – Citrix Workspace fully aggregates all apps and data across all applications—both on premises and cloud—to deliver the right experience to the right user at the right time. This gives



agencies an innovative way to aggregate, manage, and deliver these diverse services while IT maintains control.

2. Mobility and collaboration

To optimize services delivery, professional collaboration, and productivity, HHS workers need reliable access to applications and data while they move from one location to another—both onsite and offsite. A robust and secure digital workspace allows your staff to use mobile devices to email or text team members, access client data, or submit reports and documentation. Similarly, administrators and executives can obtain real-time information on their tablets or phones during meetings or travel. While supporting mobile working, your IT team can maintain centralized control over devices and applications, as well as the access and actions each worker is permitted.

- **Experience** – Seamless roaming avoids time-consuming application relaunches, allowing staff to spend more time with clients and patients. High-performance access from remote/rural locations and over bandwidth-constrained networks helps ensure a satisfying and productive experience for caseworkers and other field-based staff.
- **Security** – Mobile device and application management functionality allows your IT team to control access to sensitive data and ensure compliance with regulations.
- **Choice** – You can meet staff demands to move freely from one device or location to another, and have apps and data follow them automatically. You can also give outside agencies controlled access to application data, regardless of the device they are using.

3. Secure data transfer

Securely sharing citizens' personal, medical, and financial information can be a major headache for HHS agencies, particularly in the era of mobile working and wireless connectivity. A secure digital workspace from Citrix offers a simpler, more-efficient way to share files and documents than using CDs and faxing, or consumer-type services that may not provide adequate safeguards.

- **Experience** – Your workers can collaborate on files and documents in real time. Citrix Workspace offers a mobile app that makes it easy to access, send, and share files of any size using a tablet

or smartphone. Your files remain protected, yet easily available in the office, at the hospital, or at a client's home.

- **Security** – Your clinicians can organize, store, and share Protected Health Information (PHI) with security and accountability needed to support HIPAA, PCI and FIPS-2 compliance. Other confidential information, such as financial data for benefits program recipients, is secured through bank-level encryption of data in transit and at rest.
- **Choice** – Citrix Content Collaboration, a component of Citrix Workspace, offers a dedicated environment for file storage. It also integrates with third-party document storage systems and presents access through a single interface.

About Citrix Workspace

The Citrix Workspace solution integrates all these capabilities: virtualized application and desktop delivery via a secure network gateway; endpoint and mobile device management and application security; secure file and data transfer and storage; videoconferencing; and network optimization and protection through a secure digital perimeter.

This solution can be accessed as a cloud-hosted service, on-premises implementation or a hybrid approach. Applications, desktops, content, and data can reside in the agency's datacenter, a secure public cloud, or both.

Case Study

Alameda County Medical Center

PROFILE:

Alameda County Medical Center in Oakland, California, serves as the healthcare safety net for the county. The medical center has six campuses that include two hospitals, ambulatory clinics, rehabilitation services, and a psychiatric facility.

CHALLENGE:

The medical center needed to upgrade from a mainframe clinical application to Siemens's INVISION. To avoid the cost of purchasing several hundred PCs to replace green-screen terminals, the IT team selected Citrix software paired with thin-client devices.

RESULTS:

With Citrix virtualization technology, the medical center's employees can access their desktop from anywhere. The IT team does not have to spend time building each desktop or worrying about adding a new resource—everything is automated, and the correct desktop is dynamically assembled each time the user logs in. Policies can be applied to control the user environment to support confidentiality, such as limiting a person's ability to upload files if connecting from a home PC.



US Public Sector Sales | 1-800-424-8749 x26603
www.Citrix-gov.com

Locations

Corporate Headquarters | 851 Cypress Creek Road Fort Lauderdale, FL 33309 United States
US Public Sector Offices | 7734 Old Georgetown Road, Suite 300, Bethesda, MD 220814 United States

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