



AccessNow Makes Convenient Care Even More Convenient for Leading U.S. Drugstore Chain

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AccessNow combined with Ericom's Blaze technology makes it simple for clinicians to access patient management and other applications

INDUSTRY

Healthcare

CUSTOMER

Leading U.S. drugstore chain

PRODUCT

Ericom AccessNow

CHALLENGES:

- Provide clinicians with secure access to patient management applications, to Microsoft applications and internet browsing, in a complex IT environment of device types and networks
- Create a system of centrally-managed, dedicated 'locked-down' remote desktops
- Improve current unsatisfactory clinician user experience resulting from high latency networks

SOLUTION:

Deploy Ericom AccessNow to give clinicians browser-based, fast remote access to applications

BENEFITS:

- Chain can provide clinicians with the applications and capabilities they need while ensuring the security of sensitive information through centrally-managed, locked-down devices
- Ericom AccessNow also includes Ericom's Blaze RDP acceleration technology, which enhances application performance and browsing speed, improving productivity by allowing clinicians to complete tasks more quickly
- Clinicians can remotely access important applications as well as the internet easily and from any office location via a centralized remote desktop system to provide convenient care that patients can rely upon

THE RISE OF CONVENIENT CARE

Across the U.S., drugstores are an important resource for individuals and families, providing them with access to health and wellness services. From pharmacy services to over-the-counter remedies, drugstores make it simple for people to get the medicines they need.

In recent years, major drugstore chains have expanded their ability to provide health and wellness services by adding convenient care clinics (CCC's) to their locations. These are walk-in healthcare clinics located in retail outlets. Staffed primarily by nurse practitioners (NP) and physician's assistants (PA), CCC's provide treatment for minor illness and injuries, such as colds, rashes, muscle sprains and preventive care such as vaccinations and health screenings.

A convenient and affordable way to access healthcare services without the hassle of waiting for an appointment with a primary healthcare provider, CCC's have grown rapidly in popularity. In fact, as of 2015, there were over 2,000 CCC's across the U.S. alone.

“ Getting quality healthcare should be simple. AccessNow makes it possible by giving clinicians the access they need to treat patients quickly and easily ”

Ilan Paretsky, VP of Marketing at Ericom

BACKGROUND

One leading U.S. drugstore chain has recently opened multiple new CCC locations across the country to meet the demand for convenient care. Clinicians stationed in these locations need reliable access to their central portal and patient management system as well as access to secure browsers, Outlook, and other Microsoft applications.

TAKING CONTROL OF PATIENT CARE

Shortly after opening, the chain realized that it required a way for the clinicians to access all of the necessary applications as well as the internet without providing each clinician with a personal

computer and without compromising security and patient privacy. In order to accomplish this, the chain wanted to implement a system of centrally-managed and locked-down remote desktops to manage users via a central data center.

In addition, the clinicians found it difficult to complete vital daily tasks because of poor application performance due to unreliable high latency networks.

First seeking an RDP acceleration solution to improve application responsiveness and

would be compatible with the clinics’ mixed IT environments while also providing easy access to vital applications, without complicated installations that might distract them from caring for their patients,” stated Ilan Paretsky, VP of Marketing at Ericom.

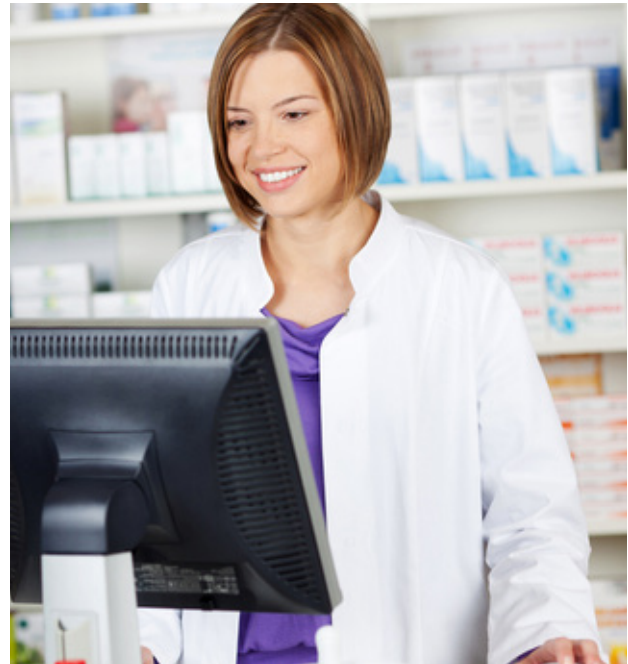
A SIMPLE AND SECURE SOLUTION

After a fast deployment process, requiring zero end-point configuration, the chain found that AccessNow was the perfect solution for their CCC’s. Ericom’s technology makes it simple for clinicians to access patient management and other applications. This solution also allows the chain to control the content and applications accessed on the personalized, locked-down desktops through a centrally-managed system, ensuring the security of sensitive medical information.

Clinicians were stunned by the ease of AccessNow. With a simple browser-based remote access solution, clinicians are able to access the applications they need by just logging into the remote desktop portal. “It just worked” stated a spokesperson for the chain.

NO MORE LAGS

In addition to simplicity, AccessNow offers improved performance. Whereas previously, the clinicians were forced to contend with sluggish



applications and slow browsing, Ericom’s patented Blaze technology enabled clinicians to access their system as well as other applications and browsers with zero latency, thus improving user satisfaction and productivity.

“The concept of the CCC is founded on the principle that getting quality healthcare should be simple. AccessNow makes it possible by giving clinicians the access they need to treat patients quickly and easily, thus making our solutions invaluable for any retail care clinic,” stated Ilan Paretsky.

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