



Central Ohio Primary Care Physicians relies on DesktopDirect™ to provide secure tablet access to healthcare applications.

Simple, cost-effective remote desktop access solution provides remote and mobile access that maintains HIPAA compliance while boosting productivity.

Overview

Founded in 1996, Central Ohio Primary Care Physicians (COPCP) is a large physician owned medical group located in Columbus, Ohio. With over 200 physicians and over 50 locations throughout central Ohio, the practice provides medical specialties such as family practice, pediatrics, internal medicine, infectious disease, endocrinology, and ancillary services that include radiology, laboratory and cardiovascular testing.

Challenge

Facing demand from doctors, doctor's assistants and nurses for remote access and tablet access from personal devices, COPCP reevaluated its remote access strategy. VPNs remain a part of COPCP's remote access strategy and provide excellent connectivity for sites, trusted devices and applications. It became clear, however, that VPNs were not ideal for giving physicians a single, familiar environment from which to work anywhere, nor were they ideal for deploying remote access where data leakage is a primary concern. Moreover, VPNs proved to be less than ideal for addressing the cost, compliance and application availability issues associated with personal devices such as iPads, iPhones and Android devices.

Industry

- Healthcare

Customer Profile

- Ohio's largest physician-owned cooperative
- Over 50 physician practices and over 200 physicians

Challenges

- Provide anytime-anywhere access to patient data and applications for doctors, doctors assistants and nurses
- Enable a BYOD strategy that provides physicians with flexibility while also addressing IT requirements for security, manageability and cost
- Eliminate data leakage and maintain HIPAA compliance

Solution

- Array DesktopDirect

Benefits

- Doctors able to renew prescriptions from anywhere, move seamlessly between exam rooms using iPads and tablets and print documents from home and have them waiting at the office
- IT able to retire tablet PCs and minimize opportunities for data leakage
- Reduced cost and complexity while improving productivity and security
- Remote and tablet access delivered from a unified solution under full IT control



case study

A new approach was needed; one that complemented COPCP's existing VPN solution, enabled full application availability, eliminated the potential for data leakage, allowed the use of personal devices and did not require increased support on the part of IT.

Solution

COPCP runs EMR, PM and other healthcare applications from their headquarters data center to physician offices over leased line connections. At clinics and physician offices, doctors, doctor assistants and nurses have their own PC workstations which they use to securely access patient data, applications and files. It was therefore decided that the safest, simplest and most cost-effective way to enable remote and tablet access was to have COPCP employees remotely control their primary work environment from personal devices.

To enable this strategy, COPCP selected DesktopDirect by Array Networks. DesktopDirect is a remote desktop access solution that enables users to seamlessly access work PCs from any location as if they were in the office. Unlike VPNs, DesktopDirect enables workers to access physical and virtual office desktops from any remote location while keeping them off the network. Whether users are at their home office, a customer or partner site or on an iPhone, iPad or Android device, they can work just as if they were sitting in the office without the risk of data leaving the network.

The DesktopDirect appliance was deployed at COPCP headquarters and PCs at physician offices were quickly set up for access using Array Registration Technology (ART). COPCP employees then downloaded the DesktopDirect mobile app to their tablets and smart phones and bookmarked the DesktopDirect Web portal on their home computers to enable anytime, anywhere access.

Running DesktopDirect, COPCP was able to meet all of their objectives for remote and tablet access and at the same time enable a bring-your-own-device (BYOD) strategy. Because remote devices provide a window to control primary office PCs, users have full application availability – without the need for IT to invest in additional licenses or environments. Because tablets and remote devices are

“off-network”, security and compliance policies on office PCs are extended and maintained. Data never leaves the network, never mixes with personal data and never exists on remote devices. Moreover, because DesktopDirect runs on any browser and on any Android or iOS device, COPCP's healthcare professionals are free to use whichever platforms best suits their needs, without the need for extensive mobile device management.

Benefits

The impact of DesktopDirect has been overwhelmingly positive. Doctors are able to renew prescriptions anytime, anywhere and are able to move seamlessly between exam rooms while using their iPads and other tablet devices. Many doctors begin and end their days working from home; with DesktopDirect they are able to work using the same environment regardless of where they are, and can print documents remotely and have them waiting for them when they arrive in the office.

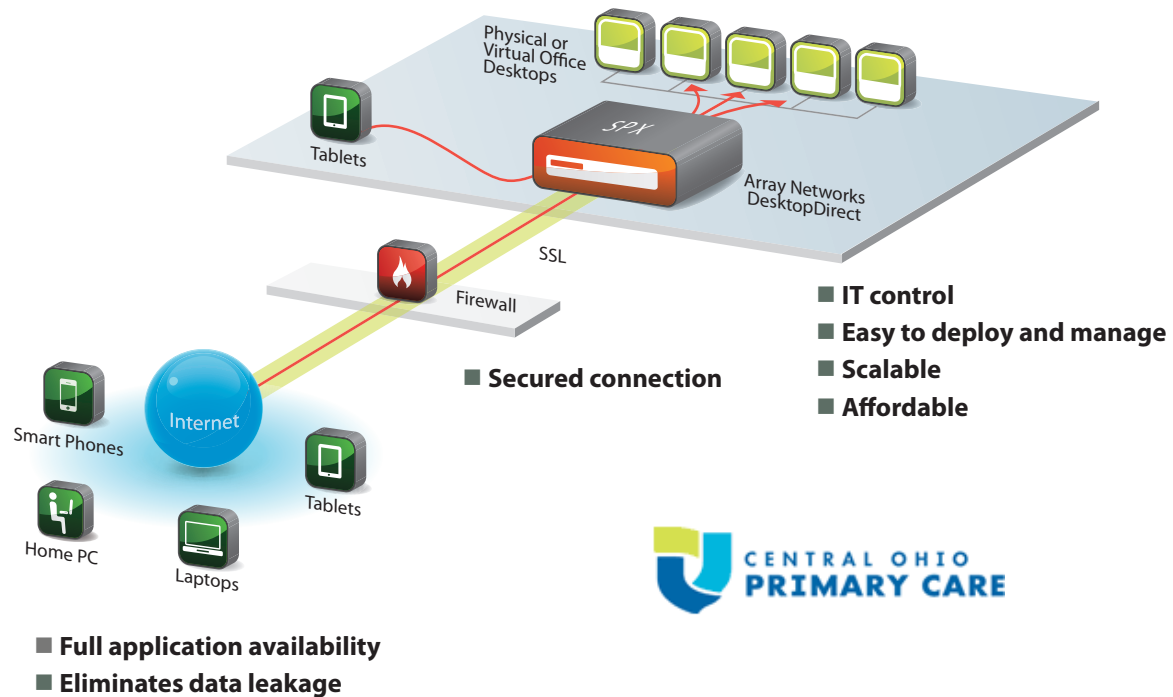
The IT department was able to retire tablet PCs – previously used to enable mobility – and was able to reduce their dependence on VPNs, thereby reducing their exposure to data leakage. With one solution, COPCP was able to solve their remote and tablet access challenges and reduce cost and complexity while improving security and productivity.

Summary

In production for over a year, DesktopDirect is now a proven solution for providing simple and secure access to electronic health records and has significantly improved the quality of patient care for COPCP members. The speed of patient's healthcare treatment has been enhanced dramatically, which has been critically important, particularly for those being treated in the emergency room. In addition to solving IT challenges in the areas of remote and mobile access, DesktopDirect has enabled COPCP's healthcare practitioners to do their jobs better, delivering significant ROI for both the organization and its patients.

"We evaluated various solutions and choosing Array's robust secure access solutions was an easy decision. Array DesktopDirect and SPX Series appliances not only perform to our expectations, they are also very cost-efficient, easy to implement and easy to administer. Having had a great experience working with Array previously with its load balancing solutions, we continue to be very satisfied now with the remote access solutions and the great customer support we have received. We look forward to maintaining our partnership with Array and expanding our use of DesktopDirect."

- Steven Schneider, Chief Information Security Officer, COPCP



Corporate Headquarters
 info@arraynetworks.com
 408-240-8700
 1 866 MY-ARRAY
 www.arraynetworks.com

Belgium
 +32 2 6336382

China
 support@arraynetworks.com.cn
 +010-84446688

France
 infosfrance@arraynetworks.com
 +33 (0) 180 886 086

India
 isales@arraynetworks.com
 +91-080-41329296

Japan
 sales-japan@arraynetworks.com
 +81-45-664-6116

Korea
 array-sales@arraynetwork.co.kr
 +82(2)3461-8124

Taiwan
 support.taiwan@arraynetworks.com
 886-2-7718-2750

UK
 infoeurope@arraynetworks.com
 +44 (0) 7717 153 159



To purchase Array Networks Solutions, please contact your Array Networks representative at 1-866 MY-ARRAY (692-7729) or authorized reseller.

Jan 2012 rev. a