

Country Villa Health Services Rehabilitates User Workspace Management

Founded in 1969, Country Villa Health Services owns, operates or manages 51 healthcare centers throughout the state of California. The organization offers complex medical care, rehabilitation, sub-acute skilled nursing, Alzheimers-care, long-term skilled nursing care and assisted living centers. Its consulting and managed services division is involved in the start-up of over 20 hospital-based skilled nursing units. In need of an efficient workspace management solution for more than 500 employees, Country Villa turned to RES Software in 2007. It deployed RES Workspace Manager to deliver a reliable, personalized and secure workspace that is scalable and centrally managed.

Shared Workspaces Create Complexities

In large healthcare organizations such as Country Villa, doctors and nurses often share client devices such as laptops and desktops but often use them for very different functions. This calls for a need to make the log-on and log-off process simple and efficient, while ensuring appropriate access control and maximizing security around resource and application delivery.

Without a product like RES Workspace Manager, this can be a complex, manual process. Hospital IT administrators time and again choose default or out-of-the-box solutions to deliver resource to users across the network. These configurations do not meet security requirements, nor do they deliver best practices to the organization. Administrators end up creating complex scripts and numerous policies to secure and control these resources. This not only adds

to the management of the delivery, but is also not a scalable solution.

RES Workspace Manager is an alternative, designed to ease complexity by delivering an efficient, consistent and predictable service offering to end-users within Country Villa's many healthcare centers.

In 2007, Country Villa began its hunt for a Workspace Management solution. Administrators had become frustrated with their ScriptLogic desktop management, which made it difficult for Country Villa to maintain shortcuts. For example, the organization has dozens of printers in several locations being used by hundreds of users, and needed a way to deliver access to those printers based on multiple user options. Upon a review of workspace delivery solutions, Country Villa found that with RES PowerFuse, they were able to grant access to printers based on employee

location, rather than an employee's name. They experienced challenges with accessing files and folders outside the hospital's network. With RES Workspace Manager in place, a user could access and edit files from within the hospital's secured network,

but have read-only access from home or a remote location.

Using RES Workspace Manager in conjunction with their existing delivery infrastructure, Country Villa was able to deliver an efficient, consistent, predictable and personalized workspace to each user on shared devices throughout the organization's many healthcare centers

Ease-of-use and reliability to the rescue

End-users with diverse IT needs demand simple, automated personalization



from a single management console. RES Workspace Manager provides such personalization for every worker at an organization. The software prevents problems that arise when workers get access to unauthorized content, when there is no solution for safeguarding in place.

"One of the greatest benefits of RES Workspace Manager is the consistent look and feel we're able to deliver via the desktop," said Mauricio Vejar, VP Information Technology for Country Villa. "We can customize set-up including logo, screensaver and wallpaper, and provide applications to different users based on what we want them to access. We can share a new application with a group, or just one user. RES Workspace Manager is easy to manage, and makes me feel that when we roll out new tools, we'll have full control over how we secure them, and who will have access to them. With RES Workspace Manager, I can breathe easier."

Growing pains

As more baby boomers come into their retirement years, the healthcare industry continues to grow. Country Villa is an increasingly busy place, and its employees need efficient technology that will allow them to make the best use of their time, especially when new users are being added to the network weekly. As hospitals become busier places, the ease and speed at which they can deliver solutions that enable a network's users to work quickly and efficiently is critical to patient care. The ease of implementation of RES Software aids healthcare organizations in their need for simplicity and predictability.



A Healthy Dose of Compliance

Maximizing security was an important requirement from the start. HIPAA regulations require healthcare organizations to protect information, and RES Workspace Manager protects Country Villa by policing which users access which applications. The product will track which application or process spawned another, leaving a clear audit trail. That information can be presented in a graphical format or exported into preformatted, easy to understand reports.

A Thriving Future

Vejar is happy with his decision to implement RES Workspace Manager, and says he counts on the software to work quickly. “We’ve had great results in two years. Since deployment, upgrades have been faster and more powerful than previous versions. So far, the solution has proven well worth our investment. The most important thing to me is that it has worked every day. RES Workspace Manager contributes to Country Villa’s greatness

as an organization, both for our patients and our healthcare professionals.”

The Challenges

- Centrally managing hundreds of desktops at multiple locations across California Improving security around delivering applications and resources to users working on shared devices
- Improving scalability to keep up with the hospital’s growth in staff and facilities
- HIPAA regulations and restricting access on a case-by-case basis.

The Solution

RES Workspace Manager Enterprise Edition (User Workspace Management)

The Benefits

- *Reliability*
With RES Workspace Manager, you have central control over the performance of all user workspaces, wherever they are in your network. Safeguarding the reliability

of user workspaces prevents problems, and therefore saves time and money

- *Easy to install and configure*
All the personalization, security and reliability rules are stored in a single database and managed from a central console
- *Consistency for users*
Personalization can be applied to application access, customization, desktop look and feel, and environment giving users their own personalized workspace where and when they need it, with their settings always available
- *Increased user productivity*
In RES Workspace Manager, Just-in-Time Personalization™ allows personalized workspaces to be presented to users without compromising the speed of their logon process. Users receive the necessary settings at the very moment the application is launched not all at once during the logon process.

About RES Software

RES Software, the proven leader in dynamic desktop solutions, is driving a transformation in the way organizations manage, maintain and reduce the cost of their desktop infrastructure. The RES Software award-winning, patented products enable IT professionals to manage and deliver secure, personalized and compliant desktops independent of the underlying computing infrastructure – thin clients, virtual desktops, physical desktops, or server-based computing environments. The company empowers customers, from small to medium-sized businesses to global enterprises, to reduce desktop complexity and meet the essential needs of a dynamic workforce that requires on-demand access to their personalized workspaces. For more information, follow updates on Twitter @RESSoftware and visit www.ressoftware.com.