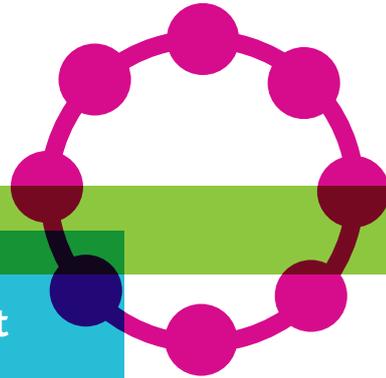


## Virtual Desktop Infrastructure Service

Bringing information to the point of patient care



As healthcare professionals increasingly work across multiple sites, their electronic documents and applications are not always accessible to them, slowing down the delivery of patient care and management. Deploying a Virtual Desktop Infrastructure service moves the focus away from managing the device to managing the delivery of key clinical systems and applications to the end user no matter where they are located or the device being used.

### Challenges

#### Flexibility

Healthcare professionals increasingly work across multiple sites. Their electronic documents and applications are not always accessible, slowing down patient management and care.

#### Increased Costs

Keeping up to date with the latest operating systems and growing number of applications creates additional costs and complexity in terms of hardware upgrades and license management.

#### Management and Security

Managing and securing distributed desktops also presents a significant challenge to IT teams. An increasing amount of time is being spent travelling to remote sites to upgrade application software, security patches and manage individual desktops.

#### Complexities of Operating System Migrations

The impending replacement of XP with Windows 7 will bring challenges and additional costs of £660 - £1230 per user\* if your desktop infrastructure is disparate. Costs mount up when you consider the need to test device capability, upgrade hardware and manually deploy Windows 7 and Windows 8 in the future.

### Virtual Desktop Infrastructure

The windows desktop is physically held in the data centre and deployed centrally to the user's desktop as an on-demand service. This ensures single instances of applications, user profiles and operating systems facilitating central management and control.

Healthcare professionals can log in to their applications from any device, in any ward providing fast access to patient records and assessments.

The solution works with your existing infrastructure and desktops enabling you to leverage your current investment while providing the flexibility to add or change in the future. This removes the budgetary and resource burden of regular hardware refreshes and upgrades.

The devices do not require their own operating system as the desktop is provisioned centrally, providing a longer device life and utilising less energy. It also provides the user with the flexibility to access their desktop on any device whether it be corporate or 'bring your own'.

### Mobile Device Management

Capita's Mobile Device Management (MDM) service can be deployed as part of the VDI solution to secure and control mobile devices. It provides the ability to:

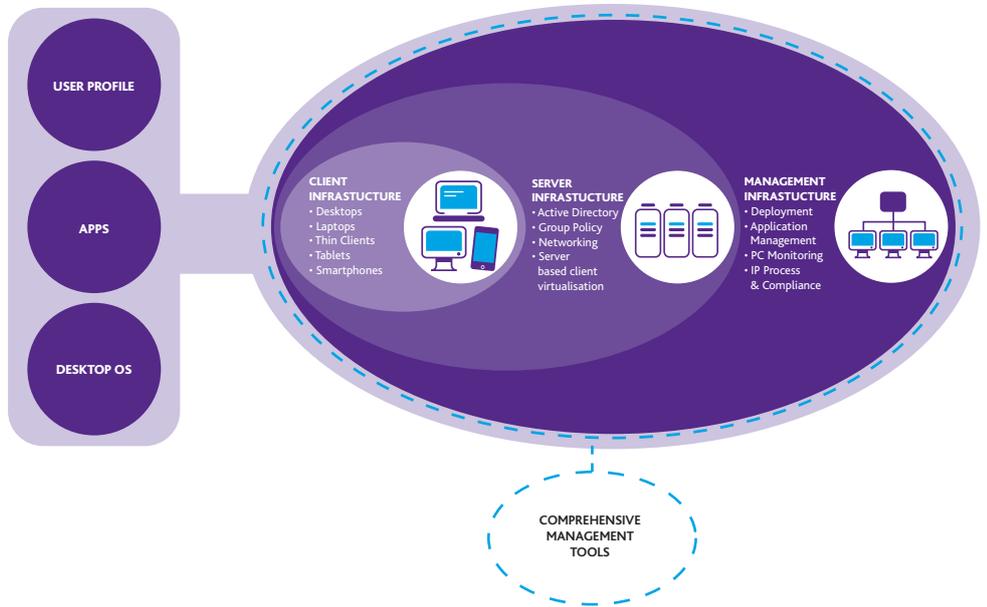
- Configure and update device settings
- Enforce security policies and compliance
- Secure mobile access to clinical systems
- Monitor usage and manage performance
- Deploy as an on-premise or cloud hosted service

## Wireless Solution

As demand grows for these mobile devices and for other mobile services such as VoIP, the wireless LAN must be able to deliver applications, data and voice simultaneously to everyone who needs them on any device. Capita Managed IT Solutions delivers a wireless solution which:

- Maximises performance of applications and devices
- Provides flexibility and security to support BYOD
- Delivers reliable and stable connectivity
- Simplifies management and deployment

Capita designs and implements these mobility services to meet your exact needs, combining our technical expertise and proven deployment capabilities with the latest technology from our key partners to deliver an end to end solution which is both expandable and adaptable.



## Benefits

### Security & Compliance

Up to date anti-virus and security patches can be deployed and monitored centrally and accurate information held on software licencing. Data security is also enhanced as patient data is stored within a central data centre rather than on a particular device.

### More responsive Patient Care

Healthcare professionals can access their desktop applications and patient data from any location within the controlled and secure environment, providing a more responsive service to patients and providing a more efficient patient management process.

### Efficiencies and Cost savings

The Virtual Desktop Infrastructure Service provides a more stable and reliable delivery of clinical systems. For the IT department, central management of the desktop infrastructure ensures a much more efficient process and reduces the need to support each desktop individually. There is also no longer a requirement to continually refresh your desktops in order to run the latest operating systems and

applications as the desktop and applications are deployed to the end user's device centrally from the data centre.

### Ease of Deployment

With a Virtual desktop solution updates can be deployed centrally with minimal impact on IT staff and healthcare staff. Device upgrades are not necessary as the desktop is hosted centrally.

### Manageability

Integrated desktop management tools streamline the process of managing desktops and allows for central management of operating systems, applications and user settings. IT staff are no longer spending large amounts of time at remote sites supporting individual desktops. Mobile devices can now be effectively managed.

\* Windows 7 made easier with Citrix Xen Desktop. White Paper 2009

