Customer Story
Healthcare Industry

Healthcare

Children's Health Associates Reduces IT Costs and Complexities with Ericom's Server Based Computing solution

BACKGROUND
CHA, LLC provides business and IT management services for *Children's Health Associates*, the largest private pediatric medical practice in the US, serving more than 200,000 patients per year from 26 offices in seven counties throughout New Jersey and Pennsylvania.

> **"**What's great about PowerTerm WebConnect is that we weren't even looking for it. But once we discovered its benefits, including its scalability, I couldn't imagine going with anything else. PowerTerm gives us an attractive licensing component. And Ericom's reasonable support pricing makes it hard to beat**"**

William B. Cox
Chief Information Officer of CHA, LLC

CHALLENGE
To provide access to applications residing on Windows Terminal Server and legacy host systems.

SOLUTION
Ericom® PowerTerm® WebConnect

RESULT
Ericom PowerTerm WebConnect provides Children's Health Associates with secure and centrally managed access to multiple applications and systems.

BENEFITS
- Improves healthcare processes by providing on-demand access to medical and billing information
- Maintains confidentiality of patient information and complies with government regulations
- Enables remote user access from desktops and thin client devices
- Lowers costs & complexities of managing desktops and applications
- Attractive support and maintenance fees
- Centralized application installations and upgrades lowers support overhead
- Seamless integration with third-party security, networking and storage hardware and software components

APPLICATIONS DEPLOYED

Windows Terminal Services Apps
- Microsoft Office (Word, Excel, PowerPoint, and Outlook)
- Microsoft Visio
- Internet Explorer 6.0
- ADP PC Payroll
- Kyocera Network Fax Administration
- Instant Quote Professional
- Bakbone Software's NetVault Administration Utility
- Legacy Custom MS Access programs
- Inter-tel Reporter
- Inter-tel Session Manager
- Inter-tel Call Center Suite
- MS Dynamics Accounting Software

UNIX Terminal Sessions
UNIX Terminal Practice Management Apps: The Medical Manager (SCO UNIX & AIX); MISYS (SCO UNIX); Excalibur (SCO UNIX)

SERVERS
Linux: Red Hat Enterprise 4
VMware's ESX with Linux guest OS; Practice Management system runs on AIX, on an IBM BladeCenter (back end EMC storage area network); 3 Dells (2800 & 2900 series) running VMware ESX

Desktops
Dell Desktops; Wyse Thin Clients

Security
AEP NSP SSL VPN; Juniper firewalls

CUSTOMER
CHA LLC, Managed Service Organization for Children's Health Associates

INDUSTRY
Healthcare

EMPOWER ENTERPRISE-WIDE APPLICATION ACCESS

The Challenge: Improving Healthcare Processes Within Budget

According to William B. Cox, Chief Information Officer of CHA, LLC, they needed a solution providing access to more than 25 applications running on Windows Terminal Server, (e.g., Word, Excel, and Outlook, etc.), and Practice Management character-based applications running on IBM UNIX, LINUX and SCO UNIX.

Like most healthcare organizations, CHA needed to meet specific conditions, while keeping costs under control. "We service the billing functions for over 600,000 visits a year and need to maintain large amounts of accurate data." Strict government regulations to ensure patient privacy, enabling remote access to a growing number of home users and remote office workers, accessing multiple applications and systems, were a few of the catalysts that led Cox to PowerTerm WebConnect.

"One of the main focus points for CHA in providing managed services for our clients is centrally managed terminal emulation sessions. After accomplishing this during our transition of 300 users from desktop terminal emulation and character-based network hardware terminals, we needed a solution to provide the same levels of control for Windows applications while keeping the deployment infrastructure costs low," explained Cox. "That's where Dell and Wyse come in. We chose a Linux architecture for the best

reliability and cost ratio. The front end of our PowerTerm WebConnect deployment runs on Red Hat Linux and is integrated into our Microsoft Active Directory through LDAP."

Lowering Costs and Complexities of Desktop Management

"When I explained our requirements for accessing both Terminal Servers and legacy systems, Ericom proposed a solution that we hadn't even considered." recalled Cox.

"PowerTerm WebConnect would not only address the licensing issues we were having with our current software, but also our future issues more efficiently and cost-effectively than any of the other products we considered.

One of PowerTerm WebConnect's major benefits is that it centralizes application upgrades, installations, and patches — PowerTerm WebConnect enabled us to eliminate individual PC configurations and updates, but we've also addressed the issue of spyware and viruses utilizing thin clients since users can't save to their local desktops," explained Cox. "PowerTerm WebConnect provides our users with the same experience as if they were locally running their traditional desktop office programs, such as Excel, Word, Outlook, and IE. Users are actually working on applications residing on Windows Terminal Servers, accessing them through the PowerTerm WebConnect portal. We publish the application and tag it to the end-user's name so that the

application pops up on their desktop and they are ready to go."

With PowerTerm WebConnect's centralized management and configuration capabilities, CHA has been able to service a large number of people with a small support staff. "Our IT staff comprises eight people supporting between 250 and 300 users on a daily basis. Not having to worry about the published application or workstations gives my staff a lot more time to focus on other issues," explained Cox.

Another advantage of PowerTerm WebConnect is its ability to run smoothly on Linux. "We have been able to lower licensing costs by about 60% as compared to a Windows based portal solution. This is a huge savings for a customer the size of Children's Health Associates," said Cox.

Third-party Integration

According to Cox, Ericom's ability to work with multiple vendors was another winning factor. "Integrating AEP's Netilla SSL VPN with the PowerTerm WebConnect portal enables us to provide end-to-end secure, remote access to published applications from home or branch offices, with minimal bandwidth requirements," said Cox.

Future Plans for PowerTerm WebConnect

Cox predicts that CHA will double the number of PowerTerm WebConnect licenses as the number of users grows through centralized projects like deployment of Electronic Medical Records.

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Access Done Right

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