



THE ADMiNS



Solaris physicians take Citrix[®] for sign on pain

Imagine you're a cardiologist making your morning rounds....

As a kind, caring and competent physician, you want to give each patient your full attention. As a busy physician, however, the time you have to spend with each patient is measured in minutes.

Since all patient records are online at your hospital, when you walk in the patient's room the first thing you do is sign onto the computer system. Signing on requires executing three different passwords for the various records you need to check. Even if you remember your passwords, simply accessing the information means you're paying attention to a computer terminal rather than making eye contact with the patient and engaging him or her in conversation.

Your already limited patient time has been cut by the network

sign on process. You're frustrated. The patient is frustrated. Now imagine going through the routine 15 more times for 15 more patients as you complete your rounds. Then think about doing it twice a day, every day.

That's why Karen Fischback, Manager of Infrastructure Support at Solaris Health Systems, had an unhappy bunch of physicians on her hands. Physicians with limited time for patient contact were frustrated as they moved from patient to patient and from unit to unit.

The challenge of balancing easy access and tight security is critical for medical records.

Having patient files and other records available online has become an industry best practice in hospitals. The Health Insurance Portability and Privacy Act (HIPPA) has made the old-fashioned paper file stuck in a door holder obsolete. Federal regulations and common sense dictate that online patient records must be absolutely secure. The necessary layers of security

for each application, however, frustrate busy care providers when they must sign onto multiple systems using multiple passwords.

A few years ago, Karen and her staff made a commitment to Solaris physicians. The physicians were unhappy when a system installed at that time required two different log ins. The physician agreed to put up with it only after IT promised it would be temporary.

Three years later, the physicians were still waiting for single sign on (SSO). Making the situation more

Citrix[®] Password Manager[®] Single Sign On

Citrix Password Manager is a leading enterprise single sign on solution that fundamentally changes the typical approach for managing multiple passwords.

Password Manager delivers simplified user access and advanced password security to Windows, Web and

host-based applications, both as a stand alone solution and as a seamless part of Citrix environments.

It requires users to authenticate only once, with a single log on for all password-protected information resources, enforces password policies, monitors password-related events, and

automates end-user tasks—even password changes.

Easily integrated Password Manager increases security, enables regulatory compliance, and reduces help desk costs—all while making users happier with the sign on process.

Physician calls to the help desk have dropped 60% since TheAdmins helped Solaris staff implement SSD.

“James was there at 4:00 a.m. for the roll out. We enrolled more than 2,000 physicians with a script he brought. He implemented and rolled it out in two hours.”

urgent, more hospital records and processes were being moved online. Patient census data, test results, educational material, and past and current medical records were all going online.

The number of separate log ins for physicians was going to increase, not decrease, in the near future if IT didn't find an SSD product that met their needs and was compatible with their system.

While the number of online applications grew, Solaris IT experimented with various SSD products over three years. No product did everything they needed until they tried Citrix® Password Manager®.

Lessons learned in the search for the optimal SSD

Karen and Bill Thorpe, Development Engineer at Solaris, recall lessons learned during their hunt for the optimal SSD. Their previous attempt, for example, required that an agent be placed on all of their domain controllers, the servers that authenticate to primary network resources. This agent turned out to be notoriously unstable,

causing the servers to reboot or crash at random—not a good situation on any level.



James Candelaria, VP of Engineering, TheAdmins

Citrix Password Manager, however, uses standard Windows API calls to control authentication, and does not require installation of an agent on the domain controllers, eliminating the frequent crashes caused by the previous product's agents.

Improved security with an SSD is another benefit Solaris IT is enjoying. Physicians don't just access the system from patient areas. They review patient data from stations in the physicians' lounge, they log in from their private practices and from home offices. They use laptops and pda's as well as desktops.

All of those log in locations and circumstances mean just one thing—Post It® Notes. The more times and places multiple passwords are required for access, the more likely users are to undermine network security with sticky notes reminding them of their passwords. SSD reduces that temptation.

Happier users with less IT effort

Physician calls to the help desk have dropped 60% since TheAdmins helped Solaris staff implement SSD. As Solaris moves the nursing staff to Password Manager they expect an even greater reduction in help desk calls.

Remember that busy cardiologist, impatiently waiting to log on? With all of the platform changes and the new log in, Bill estimates that physician is now enjoying a 10-fold improvement in log in speed. Thousands of users saving that much time during many log ins each day adds up to a significant productivity boost for Solaris, as well as improving IT client satisfaction.

Bringing the right expertise on board was a significant factor in the application's success.

Bill explains, “We get tremendous Citrix support, which we didn't get with the other products we tried previously.” Karen and Bill are pleased with their relationship with TheAdmins as well.

John Muscara, TheAdmins' Director of Business Development and James Candelaria, VP of Engineering, worked closely with

Solaris staff to choose the optimal system to meet their needs, and then rolled it out flawlessly.

Bill explains, "James was there at 4:00 a.m. for the roll out. We enrolled more than 2,000 physicians with a single script he brought. He implemented and rolled it out in *two hours*." The most impressive part of the two-hour, single-script roll out James executed becomes evident when you compare it to the implementation scenario Solaris had planned.

They had expected to have the information entered by hand. The contractor would have taken several weeks and cost thousands of dollars. Hand entering the data would have inevitably built in errors to be cleaned up as well, affecting user satisfaction.

Instead, James started his script at 4:00 a.m. and the system was up and ready for the first physicians to sign on by 6:00 a.m.. Karen reports, "It was an amazingly smooth process."

Thorough planning and preparation by the Solaris staff kept the

smooth implementation going.

Karen had posted people throughout the facility to help physicians sign on the first time and to work through any questions or issues they had. She staffed a dedicated phone line to answer questions as well. It turned out, however, the extra help wasn't needed. There were so few problems and so few calls that Karen ended the phone support service on day three. She was able to quickly get her staff back to work on other projects.

Finally, IT is the hero



John Muscara, Director of Business Development, TheAdmins

There was a physician staff meeting the evening of the SSD implementation. Karen had planned, pre-launch, to attend the meeting. She wasn't particularly looking forward to it since past experience

had shown the physicians were not shy in voicing complaints about IT services when they felt their needs weren't being met. This meeting, Karen was pleased to discover, was completely different. The Chief of Staff even congratulated IT on a job well done in executing the trouble-free roll out, saying, "This is the way it's supposed to work."

Bill says, "The amount of positive feedback from physicians was terrific." Even better, talk around the hospital about how well the roll out went and how easy the new SSD is to use has generated buy in from other groups. The nurses in particular (who currently have an even more elaborate sign on than the physicians had) are eager for their turn. Future plans are to roll out Password Manager to 4,000 nurses, then to patient registration and pharmacy. That conversion is coming next quarter, but Bill says he'd "do it tomorrow" if he could.

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Enabling the power of the
Internet without the risk.



TheAdmins provides a wide range of customized security and infrastructure solutions to help you protect your mission-critical systems, optimize your network, increase productive access across your organization, and comply with federal regulations such as HIPPA and SOX. Our highly trained professionals are skilled in the latest technologies and stay on top of security threats as they emerge—saving you time, money, and valuable resources.

Whether you need help with long range infrastructure planning; project planning, management and execution; or you simply need talented brains and hands to help out for a while, we'll put our industry-certified, expert team of consultants and engineers to work for you. Call us at 9 0 8 . 6 6 5 . 2 2 7 0 for a free consultation.

Professional certifications held by TheAdmins engineers and sales consultants

Citrix Access Gateway

Citrix CCEA (3.0, XP,4.0)

Citrix Certified Sales Professional

Citrix Password Manager

Cisco CCNA

Cisco Certified Specialist IP Telephony Express

Cisco Sales Expert CSE2

Microsoft MCSE (NT4,2000,2003)

Microsoft MCP

Microsoft Partner University

Nokia Sales Certified

SurfControl Sales Certified

SurfControl Security

VMWare Sales Professional

VMWare VCP (2.x,3.x)

VMWare VSP