



eG Innovations Helps Citrix-Driven Healthcare Organizations Deliver Top-Performing IT Services to Enable Excellent Patient Care

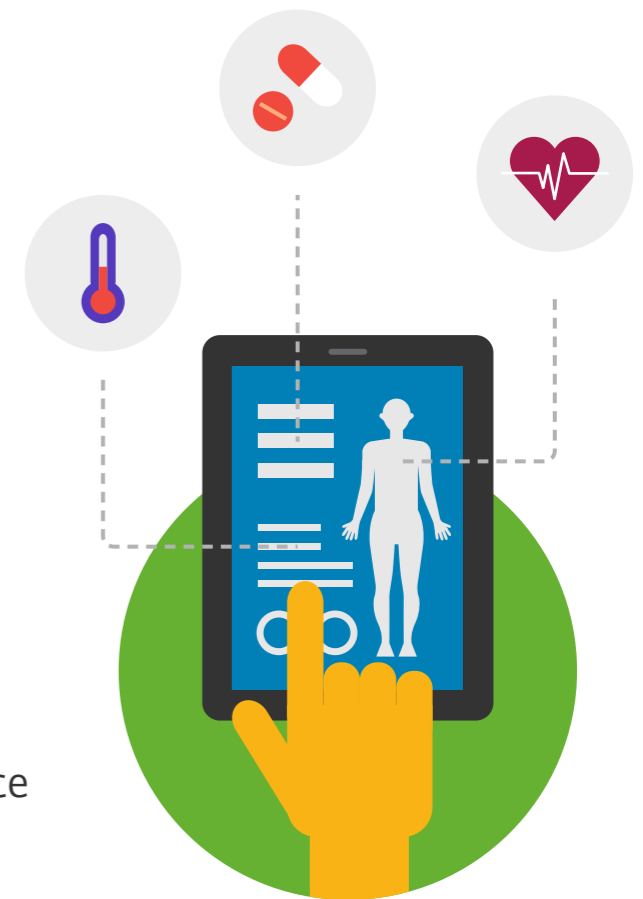
IT Challenges in the Healthcare Industry

Seamless and uninterrupted access to patient data and clinical systems is critical to optimize patient care.

Healthcare IT is constantly evolving. Technology has transformed the modern healthcare industry by giving clinicians the flexibility they need to use any device, anywhere. Healthcare organizations place a high priority on providing employees with seamless access to the applications and data needed to deliver optimal patient care.

Hospitals, urgent care facilities, clinics and more are all challenged to maintain a balance between critical, and often competing, government mandates and priorities which include streamlining clinical workflows and uninterrupted delivery of patient information at the point of care, while ensuring data security and compliance. With the fast adoption of mobile devices, apps, BYOD and flex-work policies in healthcare industry, enterprises need to ensure that end-user computing and VDI services are available and performing as expected to meet the mission-critical connectivity needs of healthcare end-users.

The healthcare industry is constantly evolving, and this offers the opportunity to not only reduce the costs of end-point devices but also to improve the way healthcare services themselves are delivered, directly impacting outcomes and the patient experience.



eG Innovations: Ensuring Citrix Success for Healthcare IT

eG Innovations & Citrix Enhance Workspace Mobility for Healthcare

Enable digital transformation by providing all healthcare professionals with seamless, instant and secure access to patient information, anywhere, anytime - accelerating service and optimizing patient care

The combination of eG Innovations and Citrix technologies delivers an unparalleled end-user computing platform with fast and reliable connectivity for healthcare applications—any time, anywhere, and from any device.



Stellar User Experience

Ensure enhanced user satisfaction and increased business productivity



High Accessibility & Performance

Optimize the Citrix infrastructure with advanced analytics for maximum performance



Compliance Reporting

Get access to historical audit reports of who logged in, when, from where and how



Increased ROI

Improve IT operational efficiency, and reduce technology and manpower costs



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How eG Innovations Adds Value to Citrix Implementations

eG Innovations provides a purpose-built, total performance management framework for Citrix environments in its flagship Citrix Ready-certified solution: **eG Enterprise**.

eG Enterprise includes years of domain expertise acquired from addressing the monitoring needs of some of the largest Citrix deployments in the world. It includes a patented, virtualization-aware root cause diagnosis technology and automatic correlation intelligence that help healthcare IT teams accelerate problem diagnosis and troubleshooting in any size Citrix implementation across physical, virtual, cloud, and hyper-converged infrastructures.

KEY CAPABILITIES



Complete visibility into the performance of the Citrix service and supporting infrastructure (virtualization, storage, AD, network, database, and more)



Automated discovery, dependency mapping, event correlation and root cause diagnosis for virtualized application and desktop infrastructures



Historical reports, alerts, auto-baselines, and predictive analytics to help stay ahead of performance issues and accelerate resolution



Case Study 1 – Allscripts Healthcare Solutions

IT Challenges



Ensure 24x7 access to mission-critical healthcare applications and IT infrastructure



Improve response times of IT services and enable prompt support for caregivers



Simplify time-intensive and tedious manual IT monitoring



eG Enterprise

End-to-End IT Infrastructure Monitoring, Business Applications, and End-User Experience

Customer Benefits



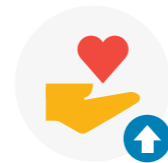
Ensured peak performance of healthcare applications and IT infrastructure



More than 70% of the time, issues resolved before the customer engaged the support team



Achieved end-to-end monitoring of heterogeneous environments with a single solution



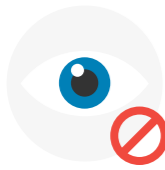
Dramatically improved patient care and customer satisfaction

Case Study 2 – St. Charles Health System

IT Challenges



Improve user experience and application performance for caregivers



Lack of real-time visibility of the IT infrastructure made problem diagnosis challenging



Support new technology projects and IT overhaul while ensuring streamlined IT service delivery



eG Enterprise

Citrix XenApp,
XenDesktop, XenMobile,
NetScaler, StoreFront,
PVS, XenServer, ShareFile,
and more

Customer Benefits



Achieved 50% improvement in login times for critical healthcare applications



Meaningful performance reports in eG Enterprise helped track IT progress and measure SLAs



Identified and fixed IT problems across all tiers, before clinicians experience slowness or downtime



Resulted in great patient satisfaction due to high-performing clinical systems and applications

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Customer Testimonials

“The eG Innovations performance monitoring suite delivers a robust, reliable and extremely valuable solution to deliver maximum uptime and user satisfaction. Pre-emptive alerting helps us to address performance issues immediately before they affect system and application availability.”

Mike Montano

Sr. Technical Support Manager
Allscripts Healthcare Solutions

“We have been able to use eG Enterprise to quantify performance improvements in areas that we were struggling with before. And with a few changes we were able to quickly see that we had a 50% improvement in user login times.”

Wendy Howard

Technical Specialist II
St. Charles Health System

“We’ve integrated our own application monitoring scripts with eG Enterprise and created a tool that is versatile and functional. As a result, we are able to offer a 24x7 application/ system remote monitoring service to our customers.”

Mack Baniameri

Remote Services Manager
Allscripts Healthcare Solutions



eG Innovations: Ensuring Citrix Success for Healthcare IT

eG Innovations helps healthcare organizations to drive IT success by ensuring top application and desktop performance for excellent patient care and satisfaction



eG Innovations: Ensuring Citrix Success for Healthcare IT

Citrix and Healthcare

Worldwide over 4 million caregivers use Citrix everyday

88% Epic Hyperspace users

10 of Top 10 US News "Honor Roll" hospitals

CITRIX

Top 10 largest US school districts run their IT with Citrix infrastructure

82% Becker's "Great Hospitals in America"

100% of the top 10 largest US healthcare organizations use Citrix

Healthcare IT Solutions

Citrix solutions—together with eG Innovations solutions—enable healthcare organizations to achieve exceptional Citrix user experience and service quality.

[Learn more about Citrix](#)

[Learn more about eG Innovations](#)

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WORK BETTER. LIVE BETTER.