How to deliver uninterrupted care with the Modern Healthcare EUC Solution

IGEL: Chris Feeney – Vertical Solutions Director
Imprivata: Andrew Harrison – Principal Product Manager

January 23, 2025

Today’s agenda

- IGEL Overview
- IGEL and Imprivata Partnership
- Imprivata Overview
- Case Study – Gloucester NHS
- Joint Solution Demo
- Q & A

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IGEL Overview

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The New IGEL

What does IGEL do?

- IGEL is a secure, read-only Linux based OS
- IGEL OS replaces Windows at the endpoint
- IGEL OS supports Enterprise browsers, SaaS, DaaS and VDI
- IGEL protects against endpoint ransomware attacks
- IGEL eliminates the need for endpoint security agents
- IGEL extends the lifecycle of existing hardware
- IGEL integrates with conditional / contextual access
- IGEL has a broad partner eco system

Reduce endpoint TCO by up to 75%

Reduce endpoint attack surface by up to 95%

Move to Windows 11 in the cloud with existing hardware

Minimize e-waste for corporate sustainability

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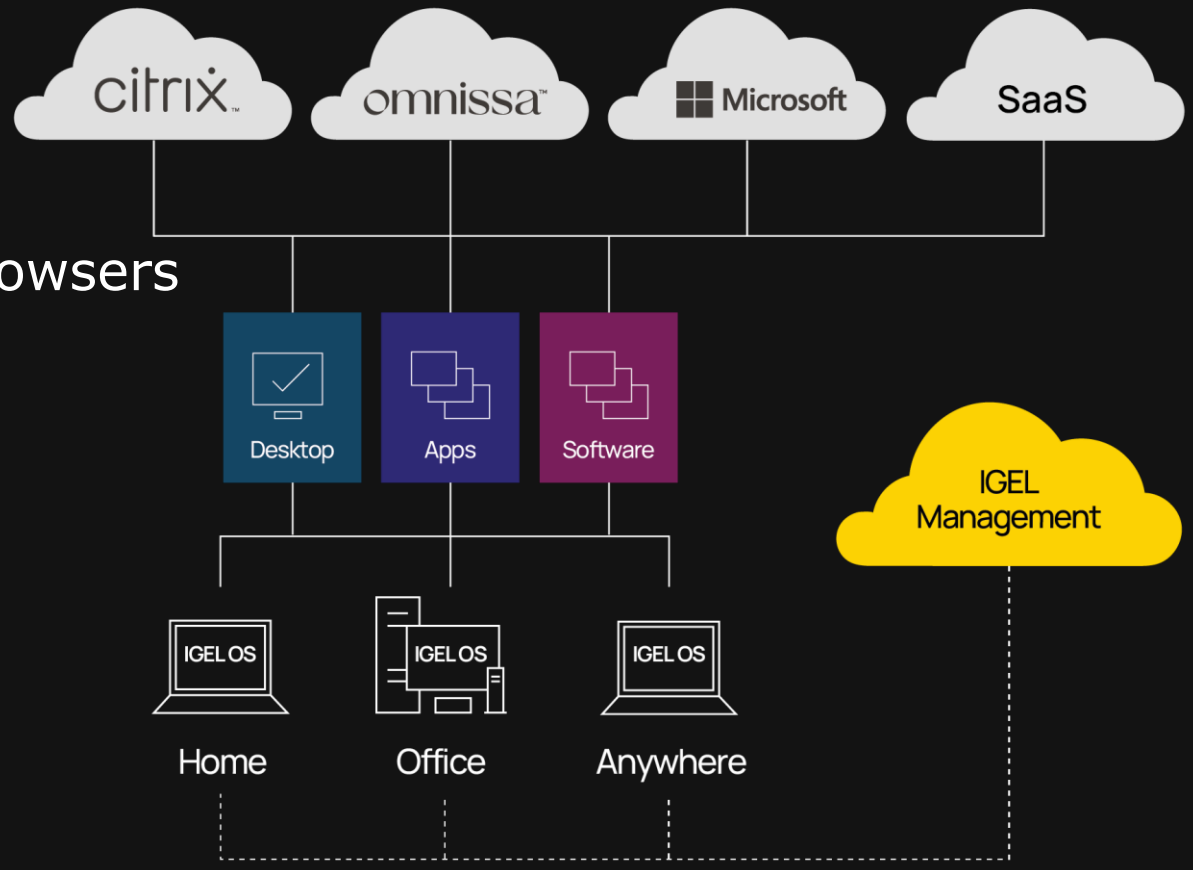
IGEL Secure Endpoint OS

- Built for SaaS, DaaS, VDI, enterprise browsers
- Local & Remote Apps
- Private, hybrid, public cloud
- Preventive Security Model™
- Endpoint security designed for hybrid
- 50% – 75% endpoint TCO savings



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Leading hardware partners

- IGEL partners with major endpoint hardware providers
- IGEL OS ships from the factory
- Broad range of laptop, thin and zero client, and all-in-one devices supported
- HP, Lenovo, LG
- https://www.igel.com/ready/

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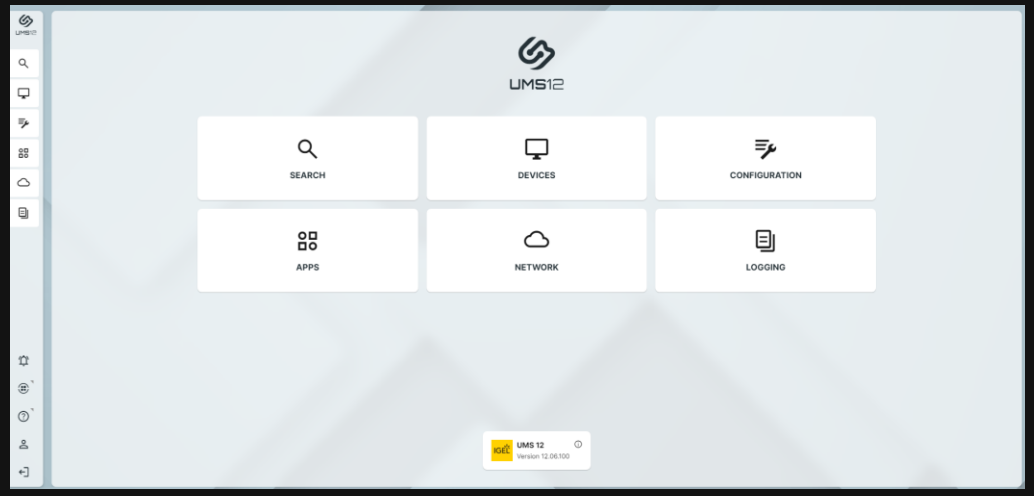
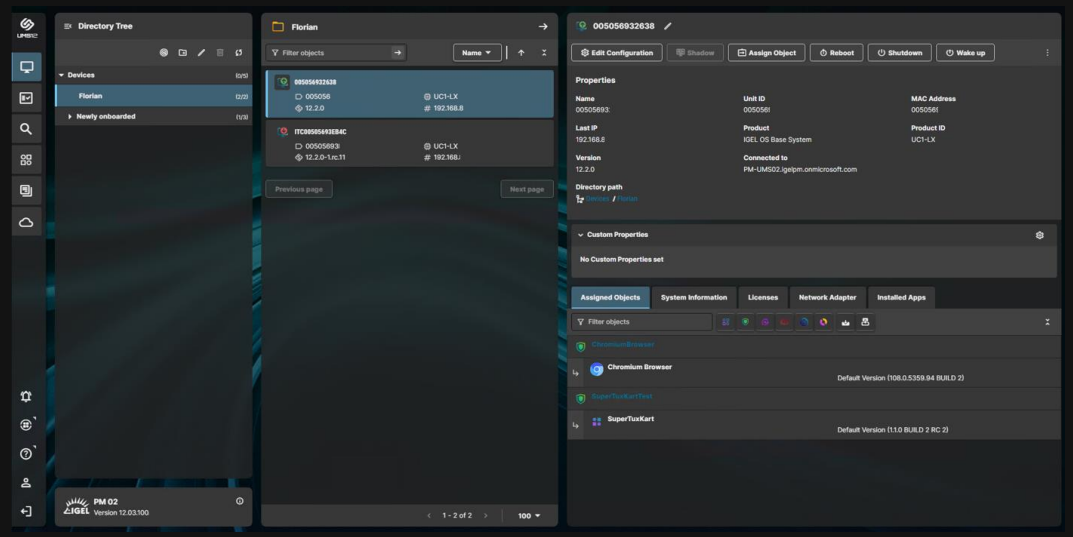
Centralized management for reduced OPEX

- Universal Management Suite
- Modern web interface
- Simple user onboarding
- Reduced 3rd party software
- Modular design – smaller updates
- Fewer updates - no patch Tuesday
- App portal for IGEL OS native apps
- A constant in your VDI, DaaS, SaaS journey





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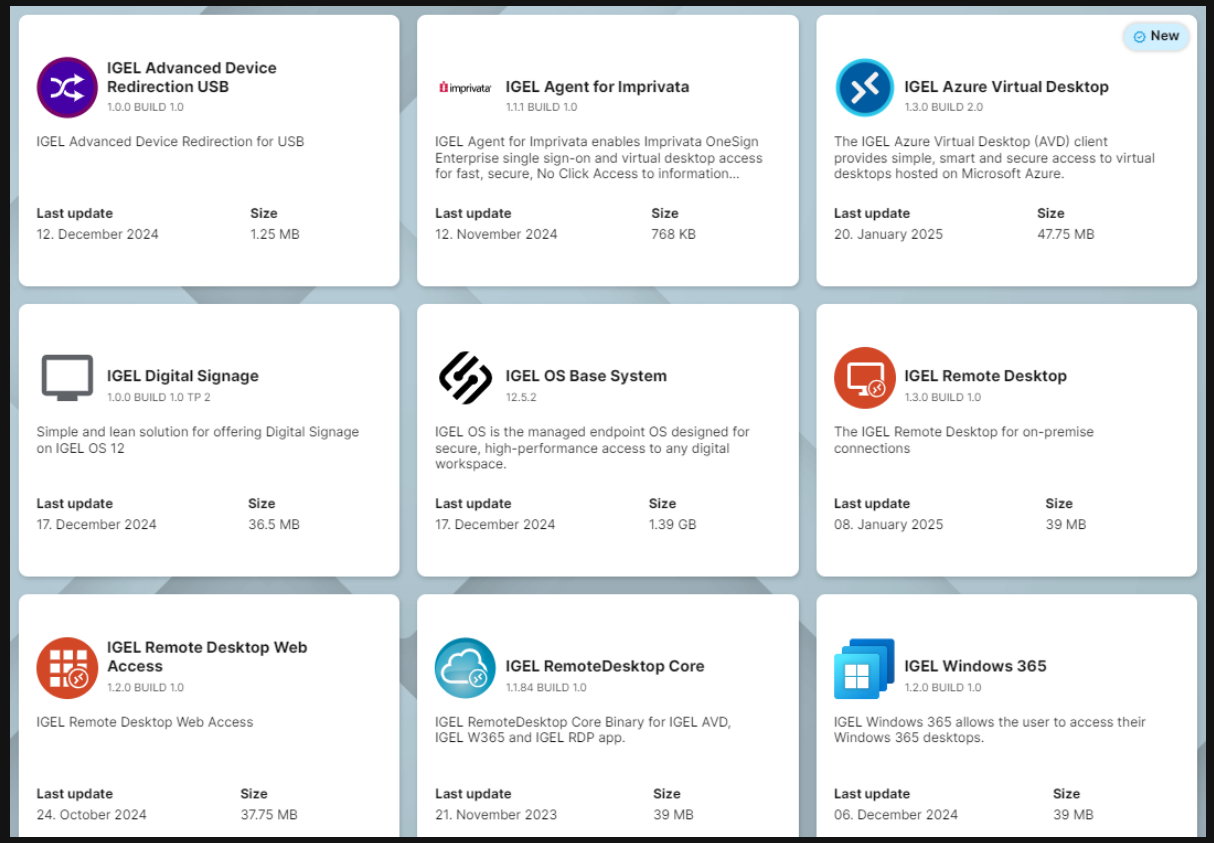
IGEL App Portal – app.igel.com
IGEL OS 12 Desktop



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IGEL OS Deployment Options

Install on your compatible
x86 64-bit devices

UD Pocket - fully portable
Insert and run live off USB

Preinstalled
On supported hardware
direct from factory
(IGEL certified OEMs)

Lenovo hp LG

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Simply IGEL it

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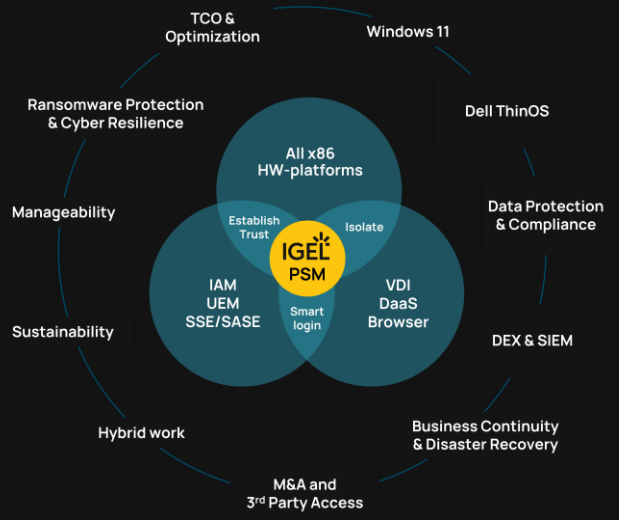
3 key benefits of Simply IGEL it

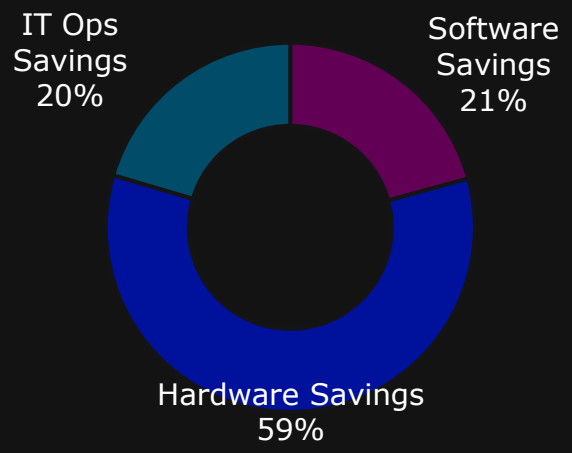
1
Preventative Security

IGEL Preventative Security Model™



2
Financial (TCO)

IGEL's TCO model



3
Sustainability

IGEL's Sustainability ESG reporting

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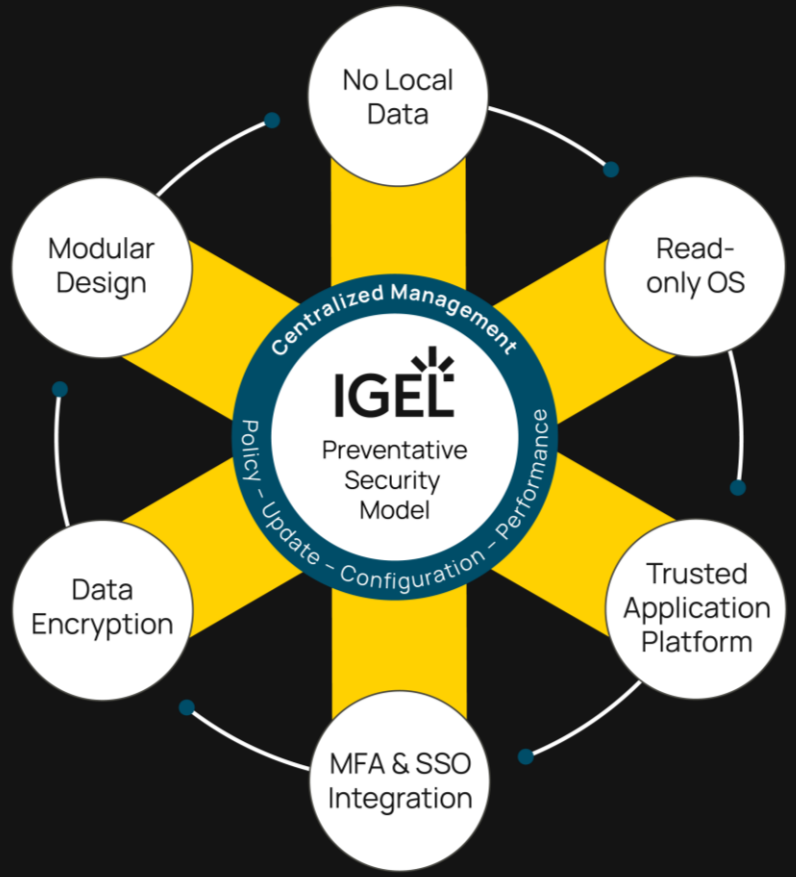
IGEL Preventative Security Model - Core

- Replaces monitor detect remediate
- Removes the need for a complex security stack
  - AV, EDR, XDR, DLP, VPN etc.
- Removes the vulnerabilities targeted by hackers
- Minimizes the attack surface



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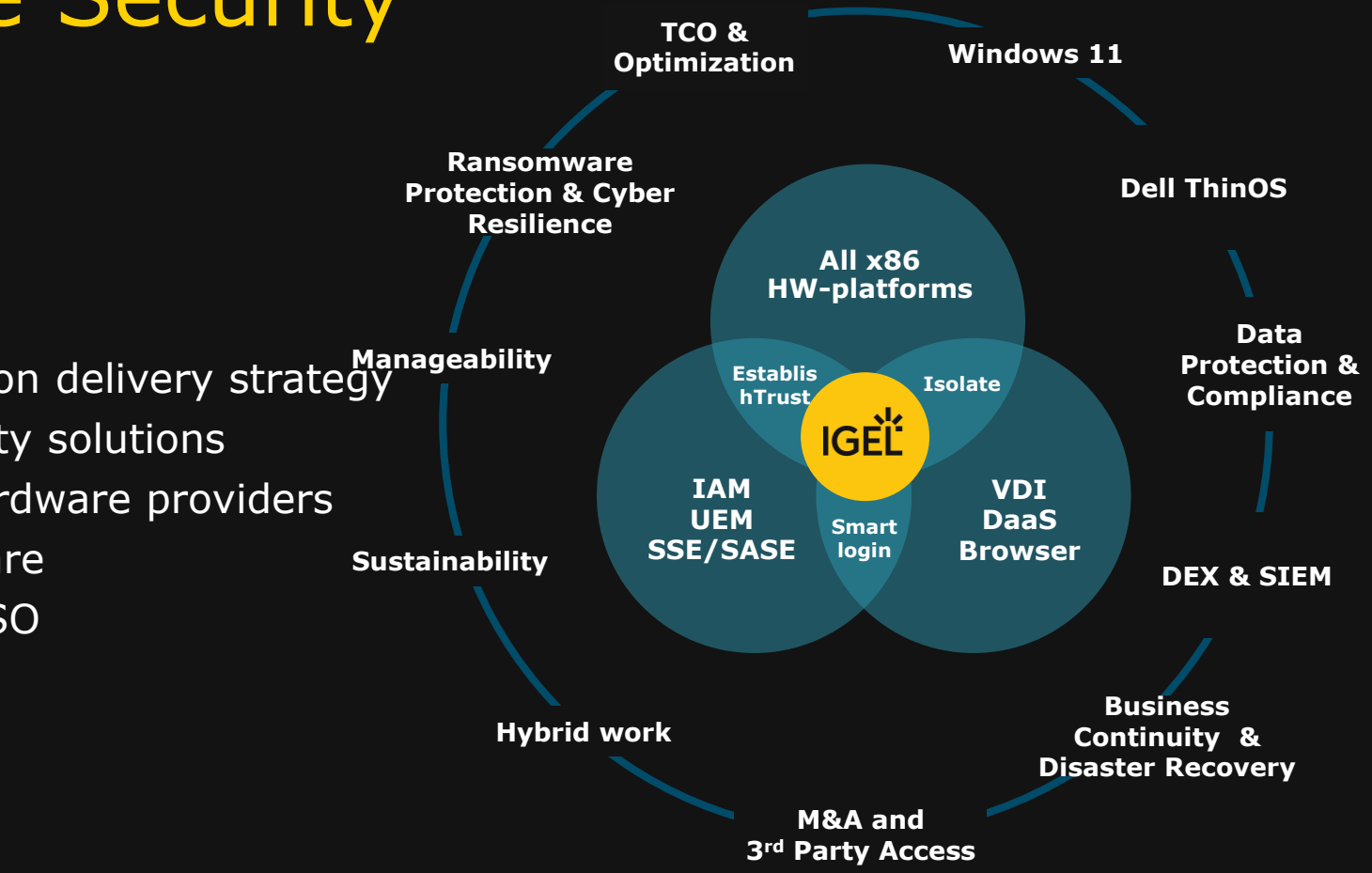
IGEL Preventative Security Model™ (PSM)

PSM enables:

- Integration with modern application delivery strategy
- Integration with Zero Trust security solutions
- Ship from factory with leading hardware providers
- Elimination of endpoint ransomware
- Entra ID, Workspace One CA & SSO
- Conditional/Contextual AC
- Smartcard: Imprivata/90M



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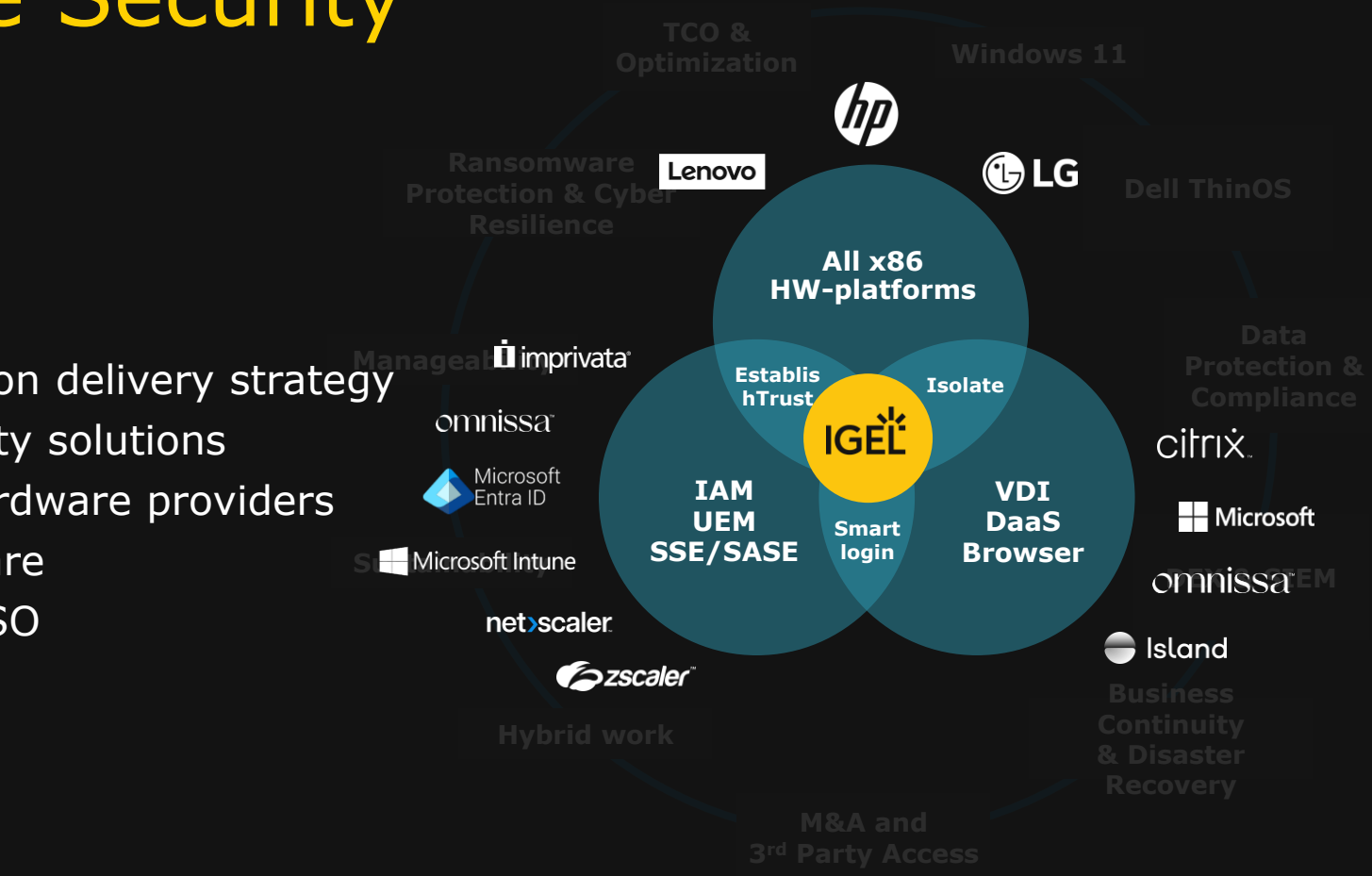

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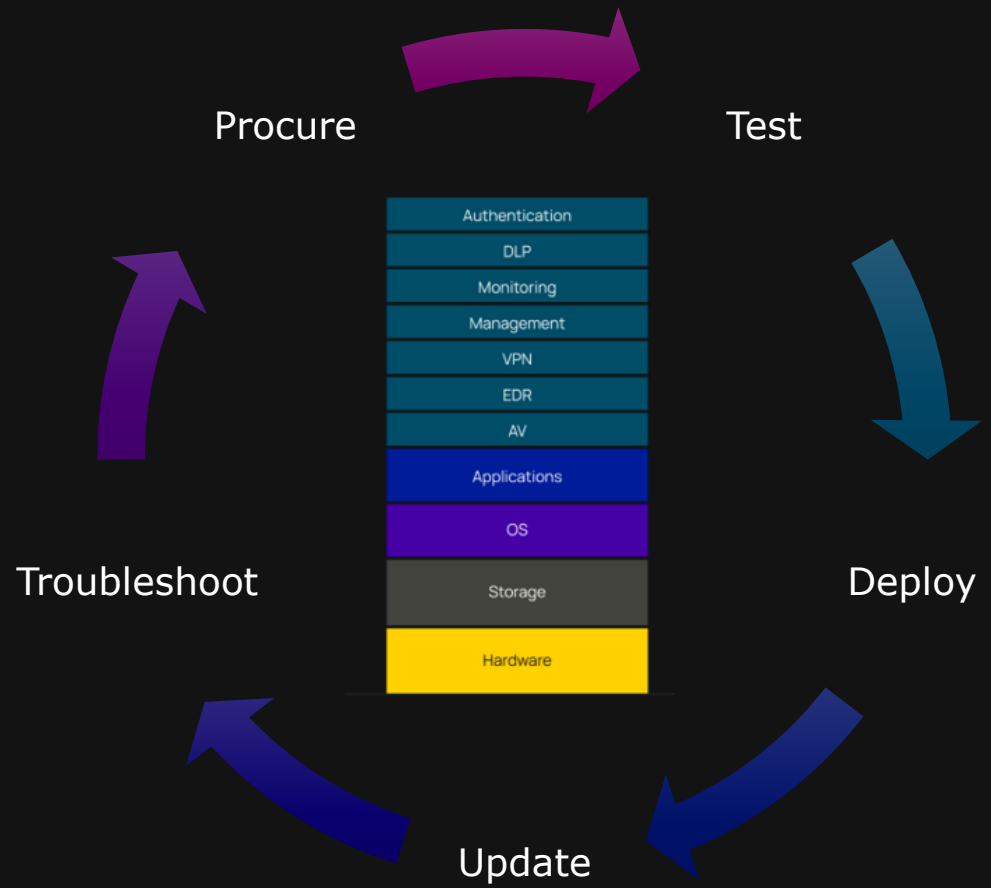
TCO – Before IGEL

- Expensive hardware replaced every 3 – 5 years
- Expensive evolving security software stack
- Expensive operating costs managing security and OS upgrades, patches, troubleshooting
- Impact on increasingly important Environmental, Social and Governance (ESG) or Corporate Sustainability Reporting Directive (CSRD) reporting



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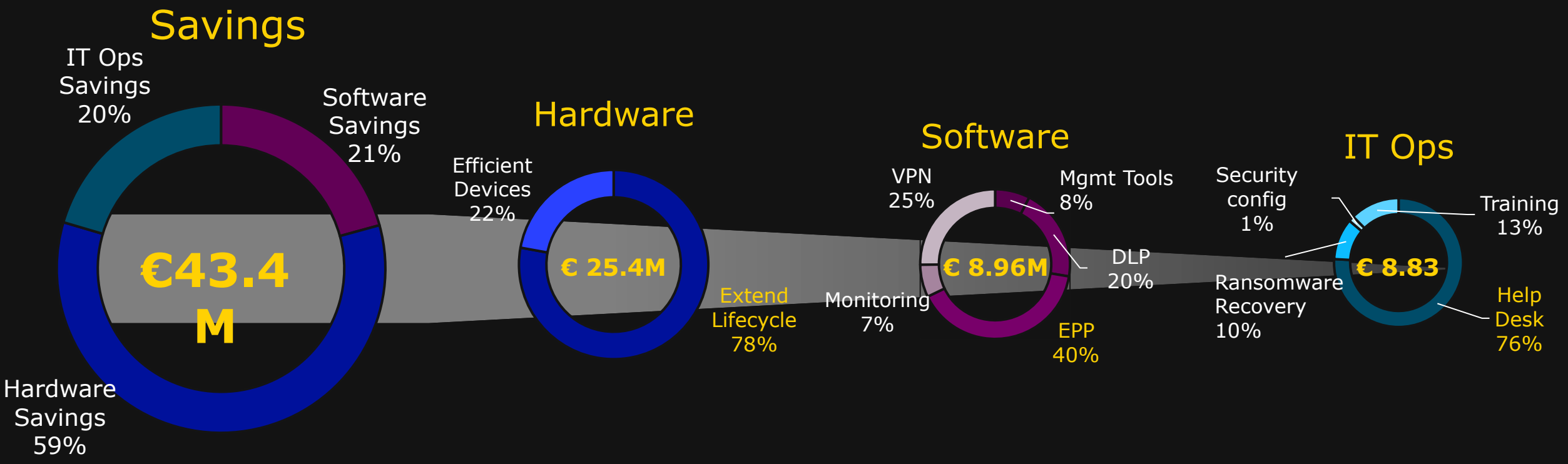
80% Cost Savings – ROI 12 months – 20,000 endpoints, 5 yrs



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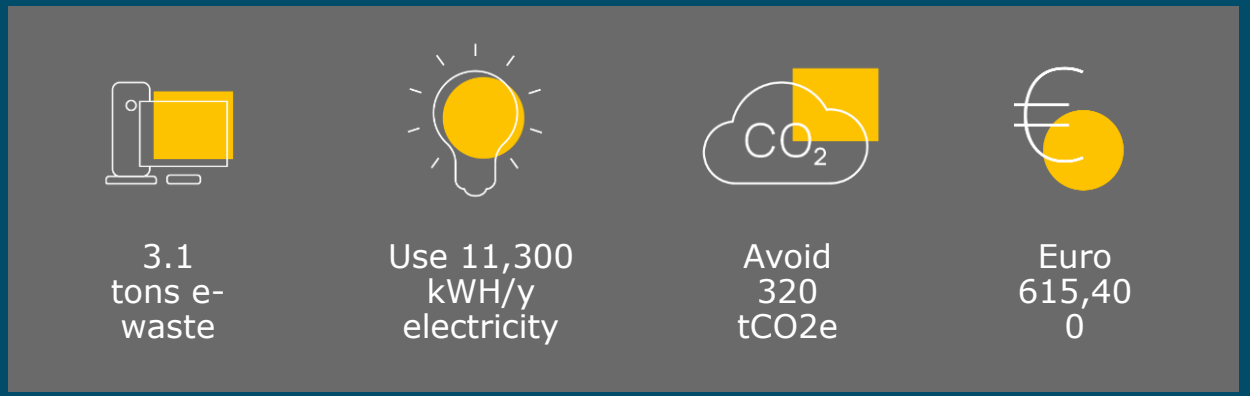
Sustainability

27% of Windows 10 Devices cannot be upgraded to Windows 11.
For a 5,000 endpoint organization simply IGEL'ing those devices would save

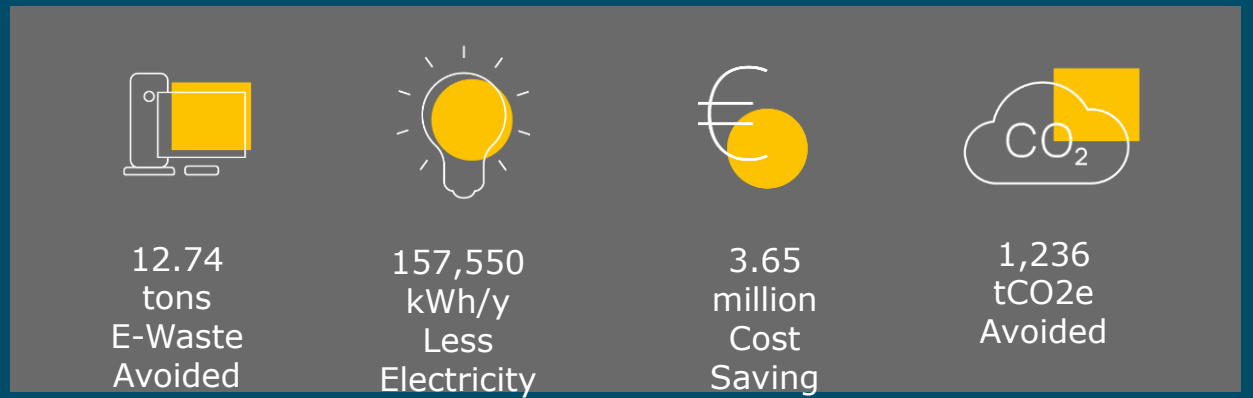


Save 1.9million combustion engine km
47 times around the world
14,643 trees

Sustainability

Simply IGEL'ing 5000 endpoints

Based on 3.2m datapoints of mixed endpoints
Extending lifecycle from 4 to 8 years



7.28 million combustion engine km
182 times around the world
56,183 trees

IGEL Partners and Integrations

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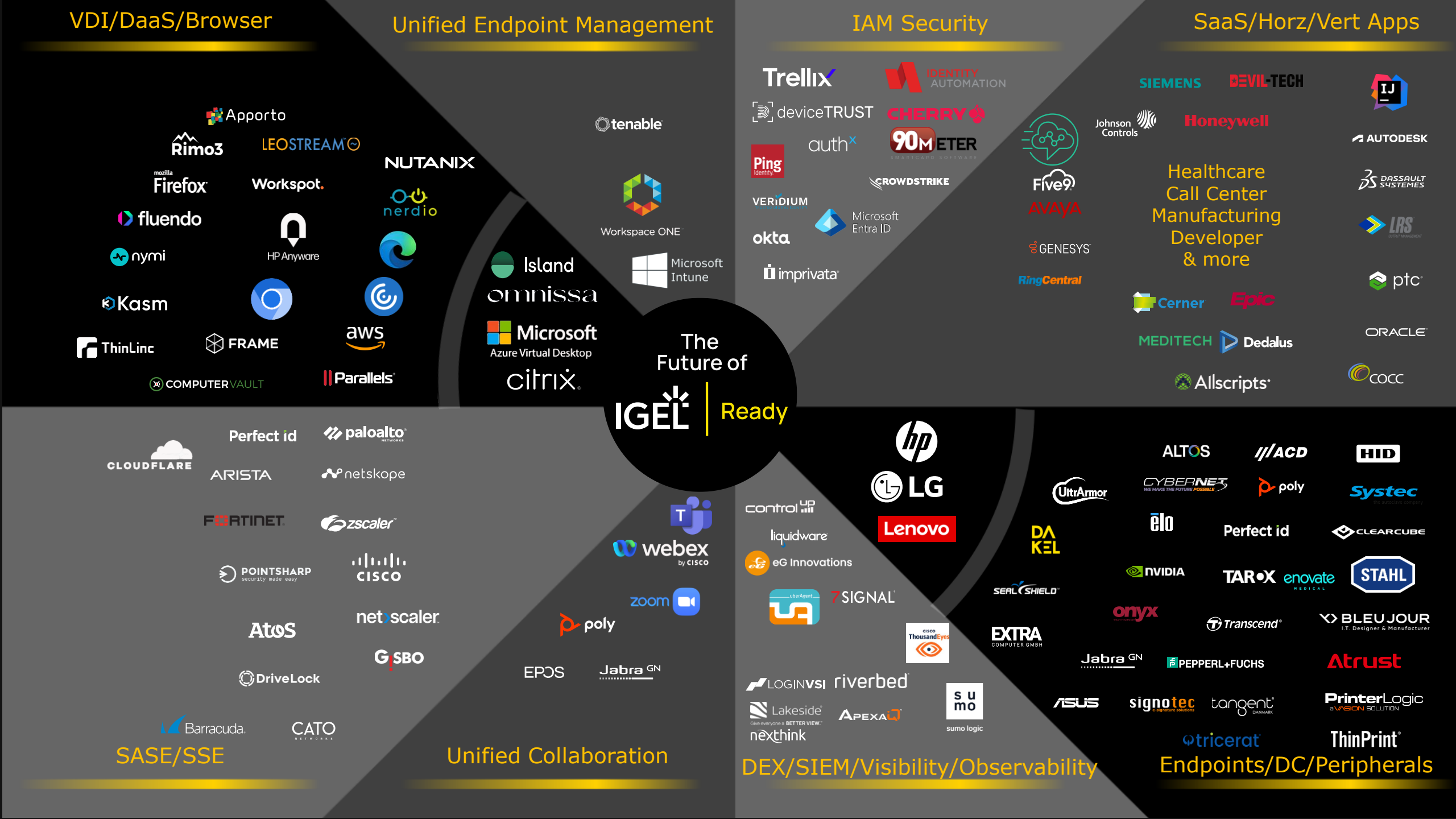
VDI/DaaS/Browser
Unified Endpoint Management
IAM Security
SaaS/Horz/Vert Apps
Apporto
Rimo3
LEOSTREAM
NUTANIX
Firefox
Workspot.
nerdio
fluendo
HP Anyware
nymi
Kasm
ThinLinc
FRAME
aws
Parallels
COMPUTERVAULT
tenable
Workspace ONE
Microsoft Intune
Island
omnissa
Microsoft Azure Virtual Desktop
citrix
The Future of IGEL | Ready
Trellix
IDENTITY AUTOMATION
deviceTRUST
CHERRY
auth0
90METER
Ping Identity
CROWDSTRIKE
VERIDIUM
Microsoft Entra ID
okta
imprivata
Five9
AVAYA
GENESYS
RingCentral
SIEMENS
DEVIL-TECH
Johnson Controls
Honeywell
Healthcare
Call Center
Manufacturing
Developer
& more
Cerner
Epic
MEDITECH
Dedalus
Allscripts
AUTODESK
DASSAULT SYSTEMES
LRS
ptc
ORACLE
COCC
CLOUDFLARE
Perfect id
paloalto NETWORKS
ARISTA
netskope
FORTINET
zscaler
POINTSHARP
security made easy
CISCO
netscaler
Atos
GSBO
DriveLock
Barracuda
CATO NETWORKS
SASE/SSE
webex by CISCO
zoom
poly
EPOS
Jabra GN
Unified Collaboration
hp
LG
Lenovo
controlUP
liquidware
eG Innovations
uberAgent
7SIGNAL
cisco ThousandEyes
LOGINVSI
riverbed
Lakeside
Give everyone a BETTER VIEW.
APEXA
nexthink
sumo
sumo logic
DEX/SIEM/Visibility/Observability
ALTOS
ACD
HID
UltraArmor
CYBERNET
poly
Systec
elo
DAKEL
Perfect id
CLEARCUBE
NVIDIA
TAROX
enovate MEDICAL
STAHL
SEALSHIELD
onyx
Transcend
BLEUJOUR
I.T. Designer & Manufacturer
EXTRA COMPUTER GMBH
Jabra GN
PEPPERL+FUCHS
Atrust
ASUS
signotec
tangent
PrinterLogic
a VASION SOLUTION
tricerat
ThinPrint
Endpoints/DC/Peripherals

IGEL & Imprivata Integration Overview

23 January 2025

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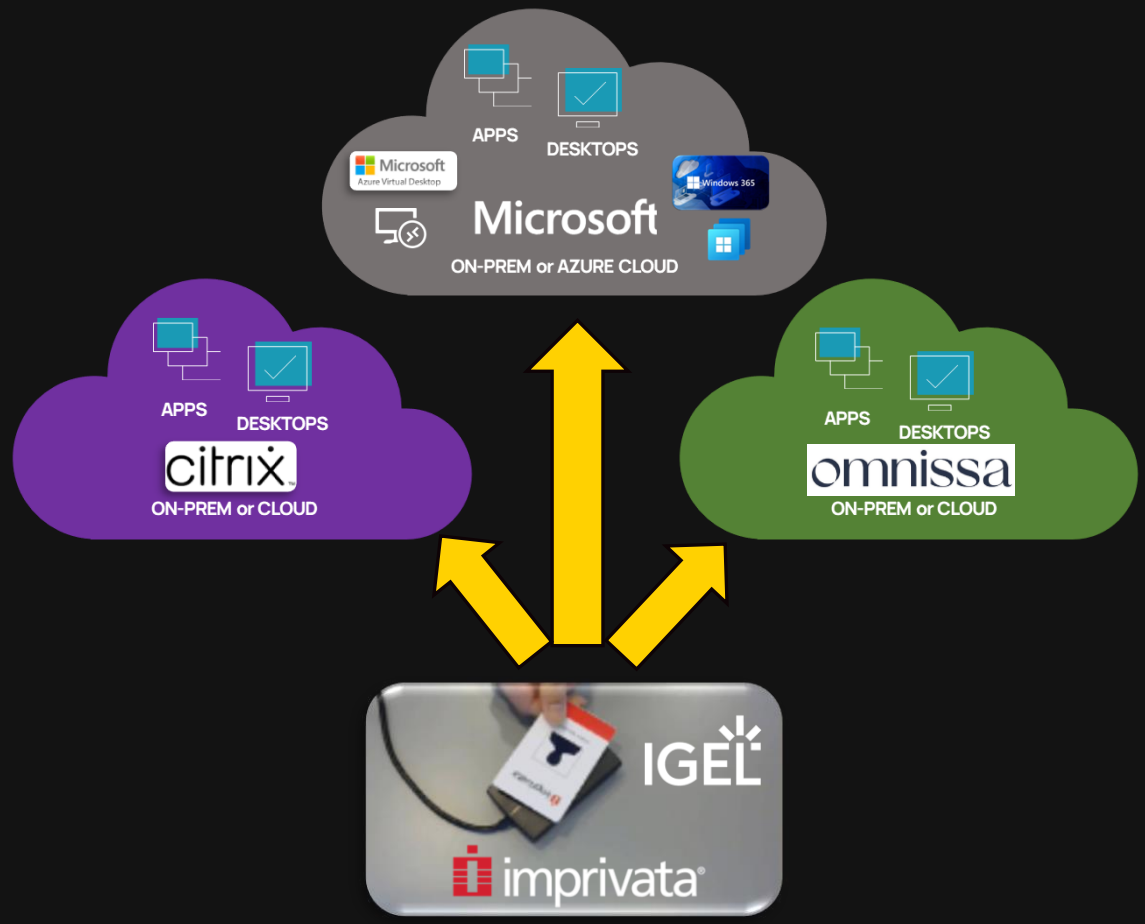
IGEL Agent for Imprivata (IAFI)

IGEL has been an Imprivata technology partner for over 13 years (since 2011). This has empowered thousands of healthcare users globally to achieve **secure, quick, and easy access** to clinical virtual desktops and applications using IGEL OS-powered endpoints.

In 2022, we expanded the IGEL and Imprivata partnership to develop and deliver enhanced integrations to enable new workflows and address market demands.



- First to market Tap and Go to Microsoft AVD and Windows 365
- IGEL Boot to Cloud for AVD or Windows 365
- Native Citrix and Horizon app and desktop workflows

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Factors Driving Demand

- Industry trends towards centralizing windows client infrastructure (DaaS offerings)
- IGEL and Imprivata customer requests for more flexible and adaptable workflows for transition of applications and desktops to the cloud
- Movement to Hosted EHR's (e.g., Epic)
- Shrinking or static IT budgets
- Clinician access/productivity while mobile, on-site or off

Mergers & Acquisitions

- Support transitions between IT systems, scale out if needed
- Maintaining compliance with patient confidentiality mandates

Disaster Recovery / Ransomware Attacks

- Interruptions to clinicians' daily workflows

Epic Customers

- AVD Win 11 Multisession (exploratory)
- Hyperdrive architecture – reduces need for VDI App Delivery

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IGEL Agent for Imprivata Configuration Options

Follow Policies

- VDA Policy support for roaming apps or desktops
  - Citrix
  - Horizon
  - Microsoft RDP
- Location Based Override
- IGEL Resource Chooser

Authentication Only

- Native integration with local IGEL apps
- Roaming Apps or Desktops workflows
  - Citrix
  - Horizon
  - Microsoft AVD, Windows 365 Cloud PC or RDSH

Fast User Switching

- Keep virtual app (Epic) hot while switching users on the endpoint
  - Citrix
  - Horizon
  - Microsoft AVD

Kiosk Mode

- Epic Only via Citrix, Horizon or Microsoft AVD
- Virtual Kiosk (Type 2 agent)
- Virtual Channel support for prox readers and future Imprivata devices

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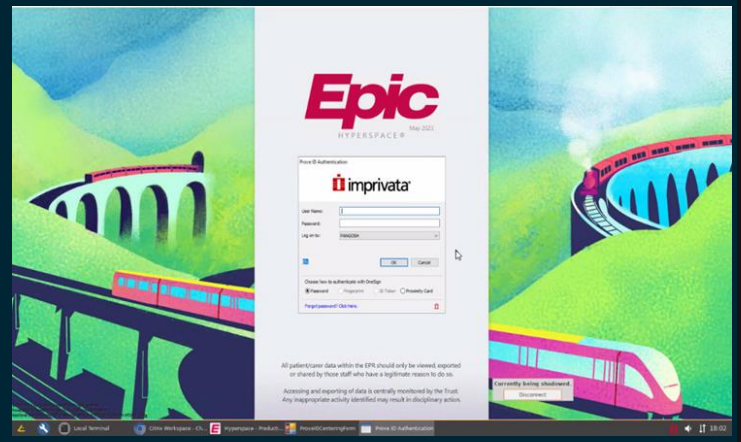
IGEL and Imprivata Workflows

Citrix Virtual Apps/Desktops (on-prem or cloud)
Omnissa Horizon 8 on-prem or cloud, Horizon DaaS – NextGen broker
Microsoft AVD (Azure Cloud or Local), Win 365 Cloud PCs including Frontline, RDP

Roaming Desktops or Published Applications

Fast User Switching with Epic



Virtual Kiosks

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High Value Use Cases In Healthcare

Shared workstations

- In room
- Workstation on Wheels
- Physician and specialist offices
- Doctor Dictation Stations

Back office

- Knowledge Workers
- Nursing Managers
- Telehealth / Virtual visits

Remote workers

- Remote IT
- Helpdesk
- Remote back-office
- Call Centres
- Work from home

Patient Experience

- Self-Service Kiosks
- Digital Signage
- Display / Tracking boards

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Imprivata EAM
(Formerly Known as OneSign and Confirm ID)

Andrew Harrison – Principal Product Manager

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Organisations are under pressure

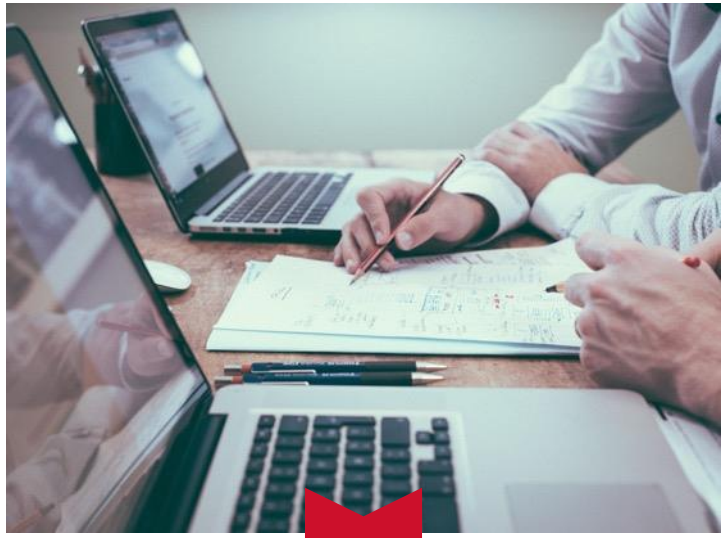
You are expected to drive digital transformation to ensure technology supports efficient, effective patient care while also meeting cyber security and regulatory compliance requirements

Facilitate seamless user access

Accelerate user adoption by delivering fast, consistent access across shared workstations and mobile devices, on-prem and cloud applications, and clinical workflows

Protect against internal and external security threats

Safeguard assets and adhere to regulatory compliance requirements with enhanced security measures



Reduce total cost of ownership

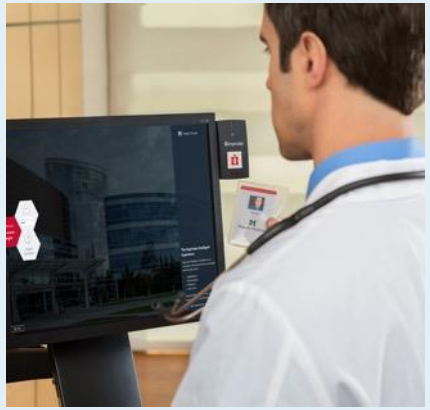
Maximise investments to deliver greater ROI to the business

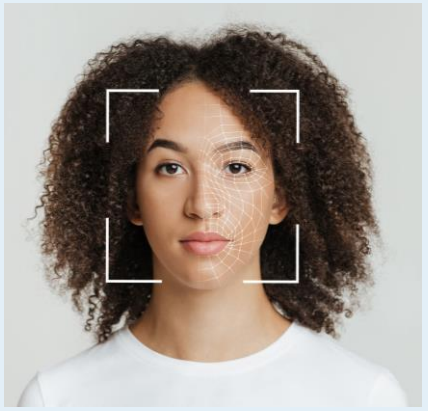
Our mission is to deliver simple and secure access management through the strategic use of digital identity

Our promise is an unrelenting commitment to your success

Using digital identity to maximise productivity, security, and ROI

Imprivata Access Management





Clinician Access Management

Enterprise Access Management
Simple, secure access to workstations, applications, and clinical workflows

Enterprise Access Management Analytics *[NEW]*
SSO and user access workflow analytics to drive actionable insights

Mobile Access Management
Security, optimisation, and management of shared mobile devices at scale

Mobile Device Access
Secure, real-time access to shared devices and apps

Medical Device Access
Fast, convenient access to connected medical devices

Patient Access

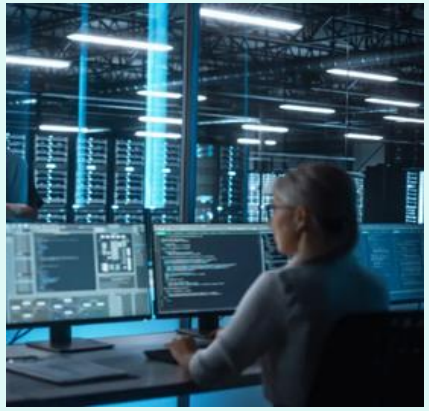
Patient Access
Touchless **facial *[NEW]*** and **palm vein** recognition to improve patient safety and experience

Access Compliance

Patient Privacy Intelligence
Patient privacy monitoring that detects and creates alerts for suspicious behavior

Drug Diversion Intelligence
Proactive drug anomaly detection to protect patients and staff

Imprivata Privileged Access Security



Privileged Access Security

Privileged Access Management
Enterprise credential vaulting and session management of privileged users and activities

Vendor Privileged Access Management
Secure and connect inbound remote access to critical assets

Customer Privileged Access Management
Enterprise remote support for service providers and technology vendors

PROVIDE SIMPLE, SECURE, NO CLICK ACCESS FOR WORKSTATIONS, APPLICATIONS, AND CRITICAL WORKFLOWS

Enterprise Access Management

> "Imprivata has an absolutely industry-leading solution. It is the hands down winner on both solution and service."
>
> Andy Williams, Interim Chief Digital Officer, Harrogate and District NHS Foundation Trust

NHS Harrogate and District NHS Foundation Trust

NHS County Durham and Darlington NHS Foundation Trust

NHS The Newcastle upon Tyne Hospitals NHS Foundation Trust

NHS Royal Free London NHS Foundation Trust

The Rotherham NHS NHS Foundation Trust

NHS Royal Surrey County Hospital NHS Foundation Trust

NHS Gloucestershire Hospitals NHS Foundation Trust

Single sign-on

Enable SSO to mitigate password fatigue and enable fast, secure access to workstations, virtual desktops, connected medical devices, and clinical, national, and business applications

MFA for remote access

Integrate with M365, leading VPNs, and cloud apps for secure remote access

Actionable data insights

Leverage comprehensive access data to improve user workflows, identify and address security issues, and optimize existing solutions

Flexible authentication methods

Ensure authentication workflow flexibility with proximity badge, phone as a token, fingerprint, Hands Free Authentication, and facial recognition

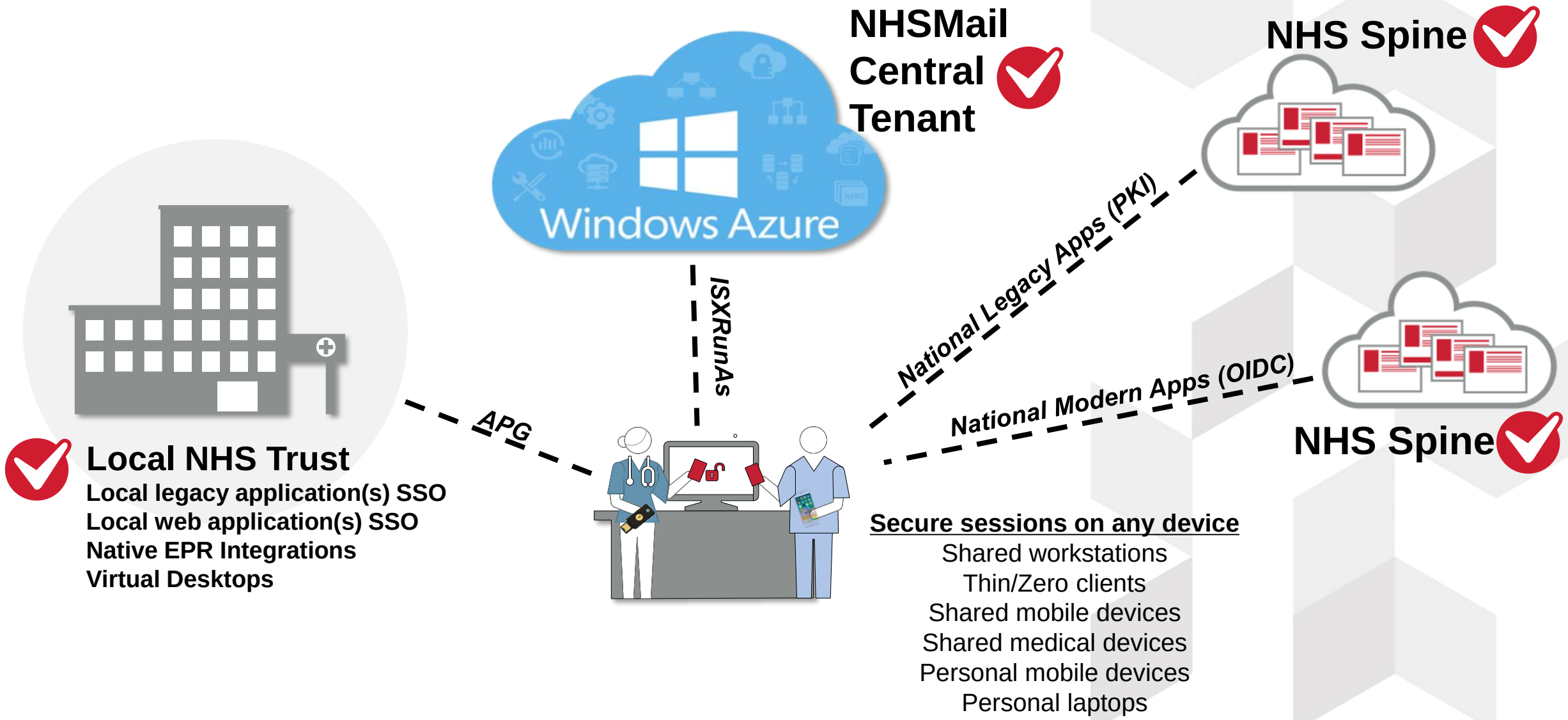
Fast user switching on shared workstations

Eliminate the need for generic logins on shared workstations

Meet regulatory compliance

Access control, MFA, and auditing, tailored to unique requirements

High-level View: Clinician centric, secure and streamlined workflow



Current NHS Clinical Workflow on Shared Workstations

NHS clinical workflows require the use of the shared workstations and other shared devices. Fast access, secure session management and fast user switching on all shared devices are critical requirements for NHS trusts.

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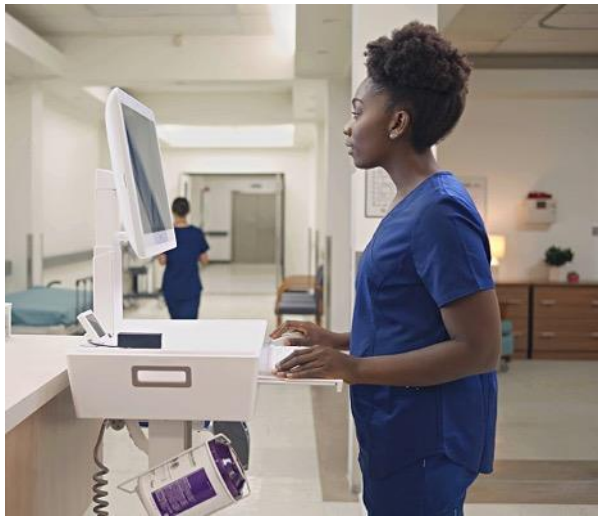
Healthcare, Authentication and Shared Compute



Bad: Password	**Good:** Password and...	**Better:** Password and...	**Best:** Passwordless
123456	SMS	Authenticator (Push Notifications)	Authenticator (Phone Sign-in)
qwerty			Window Hello
password	Voice	Software Tokens OTP	FIDO2 security key
iloveyou			
Password1		Hardware Tokens OTP (Preview)	Certificates

Case Study

NHS
Gloucestershire Hospitals
NHS Foundation Trust

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The Challenge

- Enhance the access to critical systems needed and simplifying login steps
- Reducing time to log on which could be as much as 30 minutes
- Reduce the risk of ransomware
- Improve the acceptance and adoption of the new EPR
- Reduce IT administration and management burden and improve the ROI on investments in technology

The Solution

- ‘Follow me desktop’ provided by Altera SCM, Citrix, IGEL and Imprivata Enterprise Access Management (formerly OneSign and Confirm ID) with multi-factor authentication
- Imprivata for electronic prescribing and medicines administration
- IGEL Endpoint OS for endpoint security

The Result

- Log on time greatly reduced for clinicians enabling more time for patient care
- Improved data and systems security via the combination of IGEL and Imprivata features
- Time and resource savings for IT as it is much easier to support the Citrix/Imprivata/IGEL stack from a central point

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Joint Solution Demo

Roaming Virtual Desktop

Virtual Kiosk – Fast User Switching

© IGEL 2025

Roaming Virtual Desktop

Shared Workstation Setup

- IGEL OS 12 installed on the endpoint
- IGEL Agent for Imprivata in Auth Only mode

Clinical Workflow

- Users Tap In with their badge to access their Microsoft AVD desktop, EHR and other apps.
- Users Tap Out when finished.
- Imprivata Fast User Switching can also occur if a different user needs to access the shared workstation.
- The next user can simply Tap Over the previous user which will disconnect the existing session before they are connected to their own.

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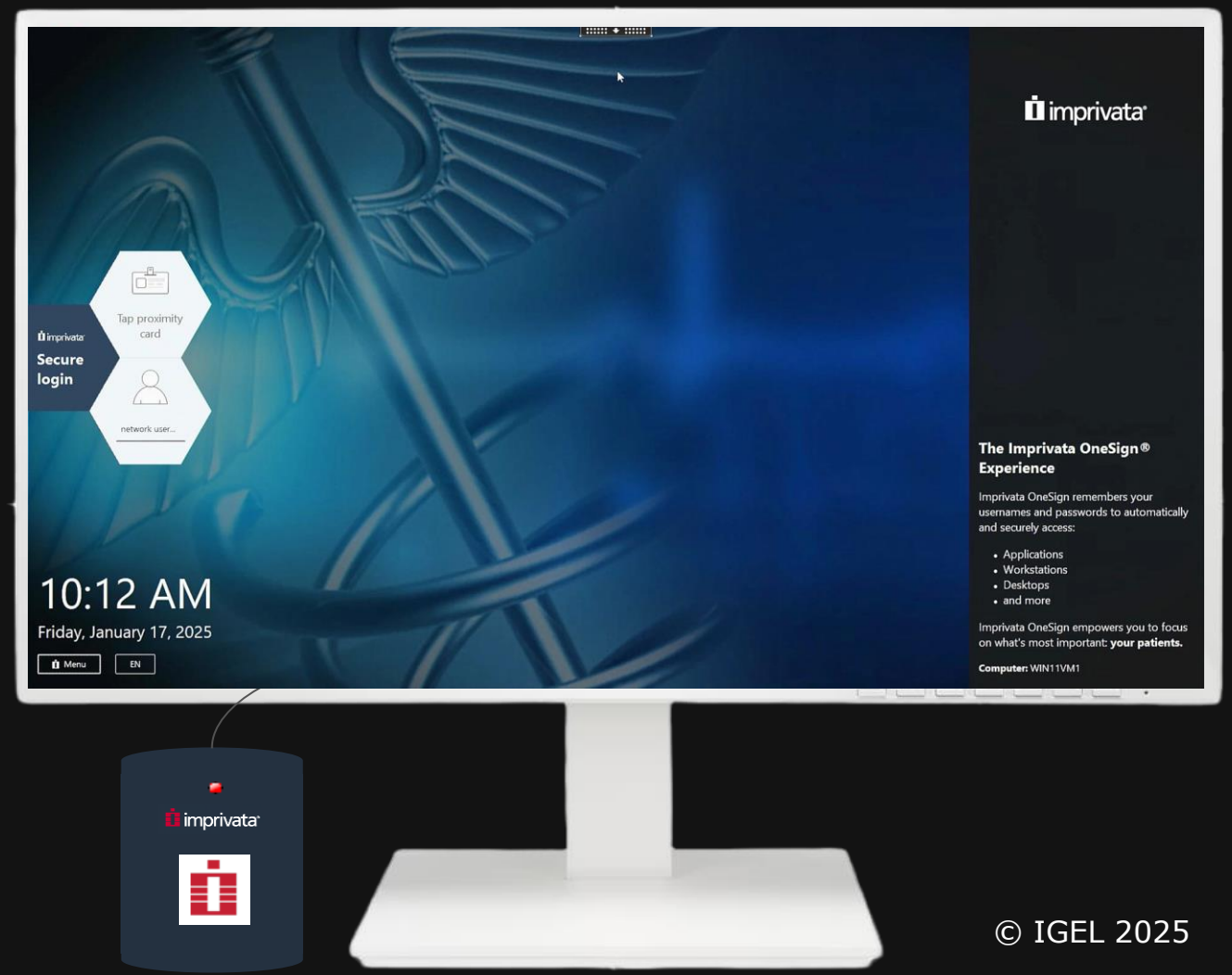
Virtual Kiosk Desktop - Fast User Switching



Shared Workstation Setup

- IGEL OS12 installed on the endpoint
- IGEL Agent for Imprivata in Kiosk Mode with virtual channel support for Imprivata badge readers
- Citrix Virtual Desktop logged in with a generic user account
- Imprivata Shared Workstation Agent (Type 2) installed in virtual desktop

Clinical Workflow

- Users authenticate to access EHR and user switching occurs with Imprivata agent

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Q & A

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digitalhealth

REWIRED 2025

18th & 19th March 2025 @ NEC Birmingham

IGEL – Stand H32

Imprivata - Stand I30

Rewired 2025 is free for NHS and public sector visitors

A recording of the presentation and further assets can be found below:

https://www.igel.com/learn-and-connect/webinars/igel-and-imprivata-how-to-deliver-uninterrupted-care-with-the-modern-healthcare-euc-solution/

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Thank You

Appendix

Strategic Projects

Key drivers for IGEL OS adoption

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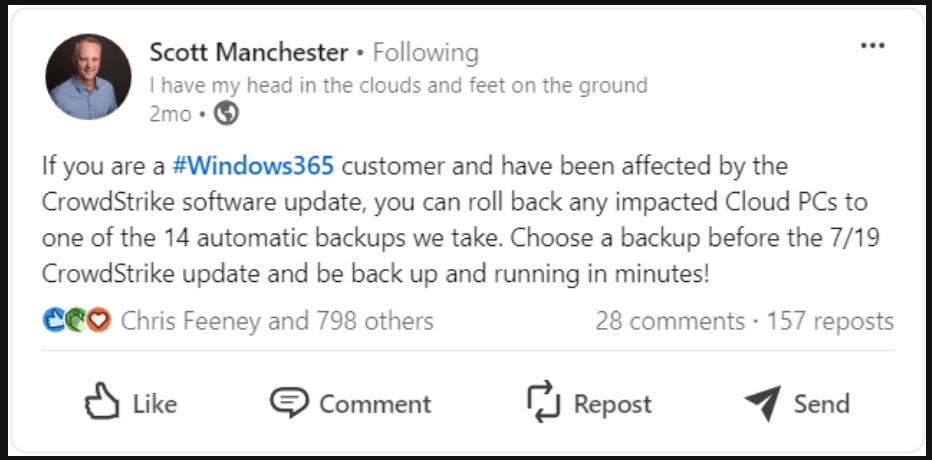
Windows 11 Upgrade

- 27% of existing hardware will not run Windows 11*
- Microsoft have stated two ways to move to Windows 11
  - Buy new hardware
  - **Move to Windows 11 in the cloud and access from any endpoint**
- Simply IGEL your existing hardware and invest in Windows cloud infrastructure

Windows 365 Cloud PC / AVD

- IGEL is the secure endpoint OS for hybrid or hosted Windows
- Increase Windows availability
- Fast Windows BC / DR
- Leading peripheral redirection solution
- Boot to AVD / CloudPC



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Business Continuity / Disaster recovery

- Can you recover your endpoints in 5 minutes?
- IGEL OS on a USB
  - Boots clean to IGEL OS
  - Utilize in-place hardware – even if compromised
  - Quickly connect to re-instated hosted desktops and applications

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Digital Signage

- Enable management of digital screens
- Utilize older thin client / laptop hardware
- IGEL Preventative Security Model protects otherwise vulnerable devices
- Enables connection to SaaS or on-prem content sources
- Manage 10’s of thousands of devices from a single console
- Integrate with broader endpoint management and security

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Call Centre

- Support on premises and remote work
- No data at the endpoint
- Meet security and compliance
- Repurpose existing devices
- Quickly onboard new users

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Dell ThinOS

- New Dell software requires hardware replacement for 8Gb RAM
- IGEL OS can still run on existing Dell hardware
- Reduces unexpected IT spend
- Move budget to projects including Windows 11

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DEX & SIEM

- Partnerships with leading DEX providers
  - Citrix UberAgent
  - ControlUp
  - egInnovations
  - Lakeside
  - Liquidware

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Improved user experience

- Any desktop
- Any app
- Anywhere
- Native unified communications
- Laptop, tablet, desktop, thin client

- Broad peripheral support
  - Headsets
  - Printers
  - Scanners
  - Signature pads
  - Smart cards
- MFA – Tap and Go
- No device bloat
- No performance reduction

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Contribute to your IT sustainability goals

- Utilize power efficient devices
  - Intel i5 vs i9
  - AMD Athlon vs. Ryzen
  - 168 kgCO2 vs 270 kgCO2
- Defer new device acquisition
  - Extend life span of existing devices
  - Reduce E-waste / manufacturing emissions
- Support Hybrid work
  - Reduce commuter emissions

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Simply IGEL it

Thank You