



Chrome OS Enterprise for Health Care

Case 1

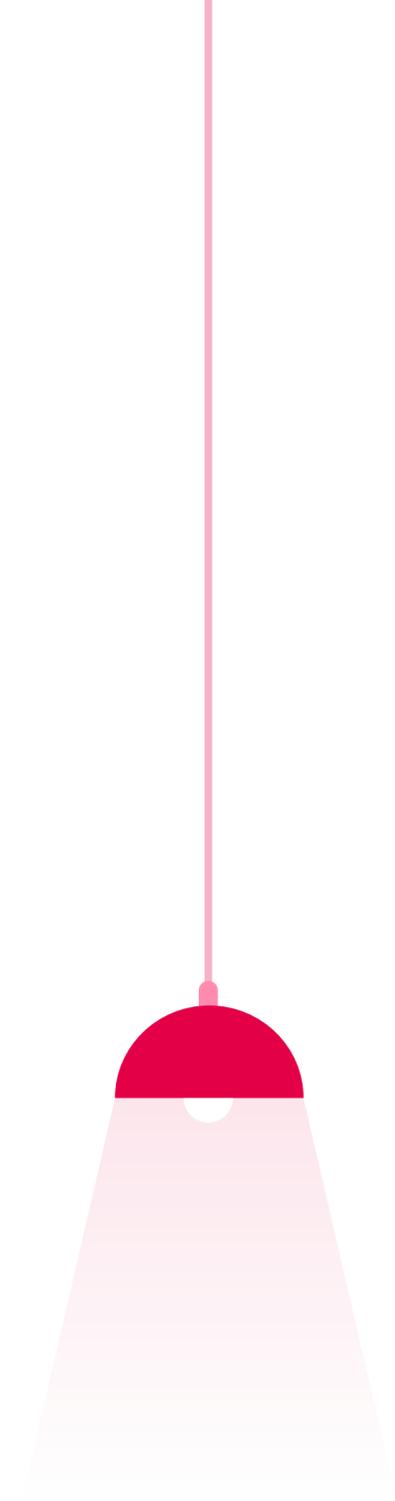
Allium Healthcare Improving aged care in Singapore

Overview

Allium Healthcare seeks to transform aged care in Singapore beyond its residential and day care service offerings, focusing on personalized care and enhancing the quality of life for elders. To help its nursing team manage patient notes and connect with residents and visitors, Allium Healthcare chose Chrome Enterprise and HP Chromebooks and Chromeboxes. The devices, together with management tools such as Chrome Enterprise Upgrade and the Admin Console, help Allium Healthcare share and protect patient data internally, allowing the team to focus on high-quality, reliable care delivery.

Chrome OS result

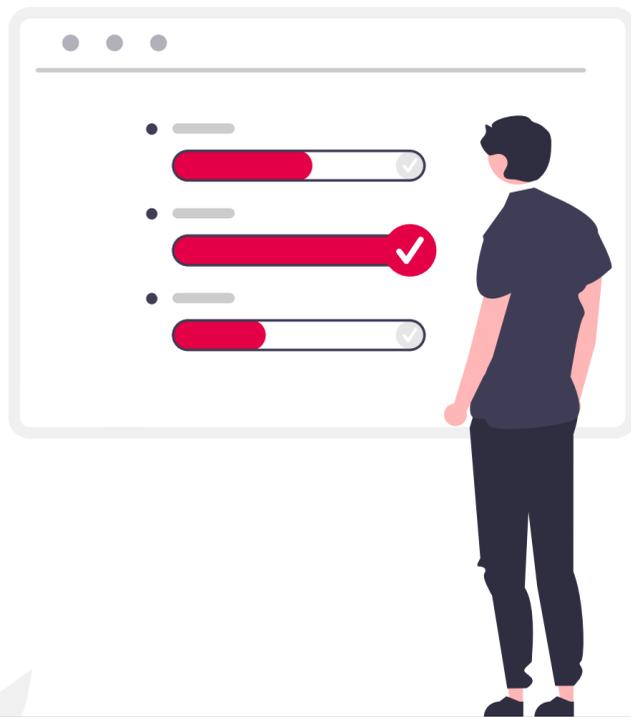
- Automatic updates and centralized management ensure security with minimal demand on IT resources.
- Chrome OS's compatibility with legacy apps leads to easy device adoption.
- Caregivers can enliven and personalize interactions with residents and day care visitors.



Focusing on caregiving instead of IT maintenance

When Allium Healthcare started in 2018, employees at its Care Suite and Care Studios in Singapore used Windows devices and software. To move the organization to the cloud, the company's IT leaders shifted to Chrome Enterprise and equipped half of the 60-employee team with HP Chromebooks and Chromeboxes. Instead of worrying about staying up to date on Windows patches, IT workers know that automatic updates keep devices secure. The nursing team accesses solutions like clinical management application platforms through Chrome Browser, and also downloads and runs Android apps, using them to engage with and entertain clients.

“Our highest priority is security. We came to Chrome Enterprise because we know Chrome OS is secure. Patches and updates are automatic, and we can push down programs or apps instantly using the Admin Console. It's efficient and productive.”



Case 2

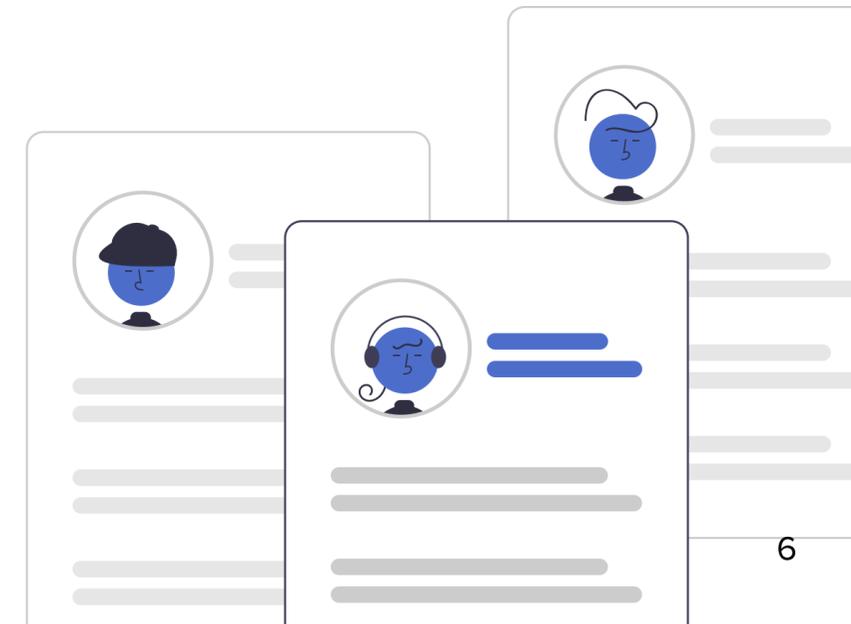
Chromebooks give precious time
back to the caregivers and
patients of Chapters Health
System

Overview

Chapters Health System's nursing and caregiving staff helps patients wherever and whenever they need help the most. To keep their employees mobile and ready to provide compassionate patient care on the go, this healthcare provider needed a modern solution that fit their budget.

Chrome OS result

- Reduced device boot time increases employee productivity.
- The Chrome Enterprise management console makes sharing Chromebooks easy for employees.
- Remote and onsite workers stay connected to resolve patient issues in a timely manner.

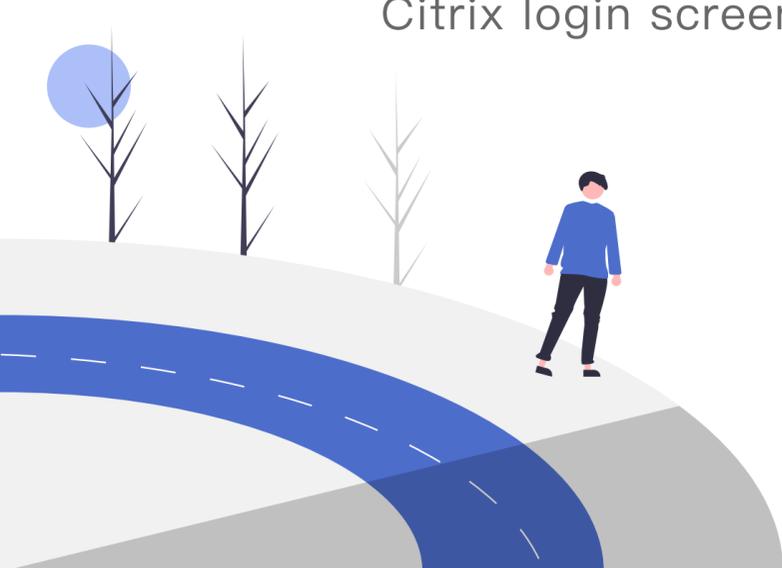


Building resiliency and improving competitive advantage

After conducting a survey to see what kind of devices their caregivers wanted, Chapters Health System noticed that Chromebooks led the poll in nearly every category used to compare each option. In fact, 92 out of 139 caregivers preferred Chromebooks over Mac and Windows machines.

Since rolling out Chromebooks in their organization, Chapters Health System's staff has enjoyed shorter boot-up and login times and the benefits of shared devices, which helps them help their patients with undivided attention.

“The biggest change we've heard about so far is improved speed. With a traditional Windows notebook, caregivers faced three to four-minute boot times, plus multiple logins to Windows, their VPN, and then finally Citrix and the applications. With Chromebooks, boot time shrank dramatically and Chromebooks start up right at the Citrix login screen, so caregivers can access clinical data right away.”



Case 3

CMMS

**Cloud and mobile tools help
deliver better patient care**

Overview

Corridor Mobile Medical Services (CMMS), provider of mobile medical imaging and testing services, realized tools like Microsoft Office and Windows laptops weren't suited to a highly mobile workforce. Awkward virtual private networks prevented employees from connecting to applications. Chromebooks and Chrome Enterprise Upgrade allows employees to access data in the cloud, while Android devices help mobile technicians quickly access and update patient records during appointments—fulfilling the company's mission to provide compassionate care using cutting-edge technology.

Chrome OS result

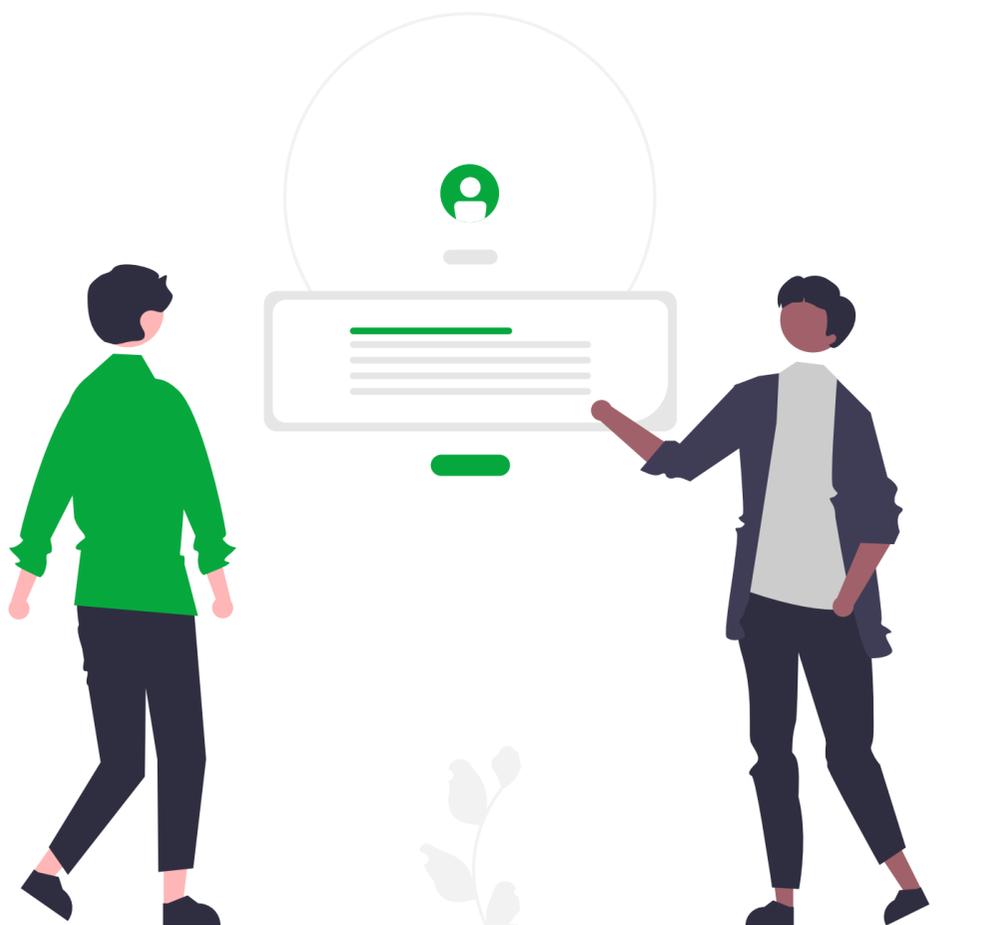
- Reduced patient waiting time during technician visits.
- Met HIPAA compliance requirements while offering cloud access to apps and documents.
- Saved time and money by conducting training and employee onboarding with Google Meet.
- Improved recordkeeping and data collection with Google Forms.
- Added centralized management for mobile employees' Samsung Galaxy S8 devices with Google Mobile Management, included with Google Workspace license.



8 hours/week of productivity gained for each executive

Office workers use Chrome Enterprise and Google Workspace to manage documents through the Chromebook home screen. Mobile technicians are equipped with Samsung Galaxy S8 Android devices to access patient information systems and complete safety and equipment checklists; the CMMS IT team can centrally manage device tasks as resetting passwords and wiping devices. Google Cloud Storage Nearline provides the affordable storage CMMS needs for patient data and imaging files.

“Just a few months after we adopted Chrome Enterprise, our employees were able to access everything they need—spreadsheets, storage and documents—directly from the dock on their Chromebook home screen.”



Case 4

Devoted Health: Building a business in the cloud from day one

Overview

The founders of Devoted a Health, a Medicare Advantage health plan, wanted the company to be cloud-first from day one. The goal was to differentiate the business from traditional health insurers that relied on on-premise hardware and VPNs. Cloud productivity tools would allow maximum flexibility with lower overhead, improve business resiliency, and provide a competitive advantage.

Devoted Health chose Chrome OS and Pixelbooks for their ease of use, unified services, high security, and compatibility with other software and apps. At the pandemic's onset, Devoted Health was well-prepared to move employees, particularly Member Service Guides who advise customers, to remote work.

Chrome OS result

- Easily onboard new employees and equip them with new technology.
- Improve business resiliency to better respond to emergencies.
- Maintain privacy of customer data.
- Work easily with productivity partners such as Zoom and Talkdesk.



Building resiliency and improving competitive advantage

Since the business launched in 2017, Devoted Health has used Google Workspace, Google Drive, and Chrome OS company-wide. Google Identity is used for secure login, with YubiKeys for two-factor authentication. Member Service Guides access tools like the contact center app Talkdesk via Chrome OS, ensuring they can continue to help customers even when working remotely. Devoted Health's IT team easily manages users and Pixelbooks, pushes out new apps and extensions, and monitors usage with the Admin console. In the future, Devoted Health plans to use Zero Touch Enrollment with IT vendor CDW to ship ready-to-use Chromebooks directly to employees.

“From day one, we envisioned a company that would be completely different than most insurance businesses from a technology standpoint. With Chrome OS, Pixelbooks, and Google Workspace, Devoted Health was also able to keep employees safe and working from home, without interrupting the caring service we deliver to our members on Medicare.”



Case 5

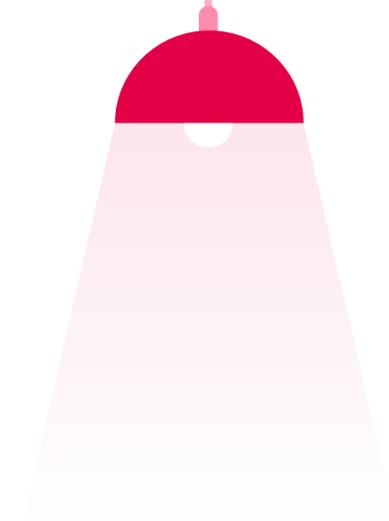
Doctor.com: Helping physicians capture and share patient feedback

Overview

Doctor.com gathers reviews of doctors and the medical office experience, so patients can make more informed choices about their physicians. The company needed devices to place in doctors' offices that would be easy to manage, and also encourage patients to submit reviews while still in medical offices instead of posting reviews from home. Acer Chromebooks with Chrome Enterprise Upgrade allow Doctor.com to centrally manage devices while securely collecting reviews at 4,000 medical offices nationwide.

Chrome OS result

- Saved time and money with centralized device management.
- Increased the number of patient reviews, helping doctors improve their online presence and market their practices.
- Successfully managed costs for devices, meeting the startup's budget requirements.

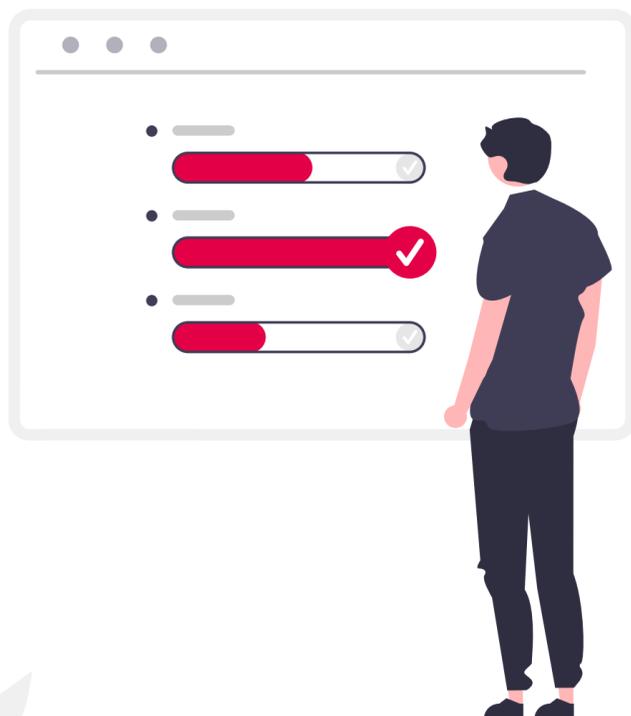


Security and Setup In Just a Few Clicks

The security built into Chrome OS protects patients' privacy when reviews are collected on Chromebooks and shared with doctors. The Doctor.com IT team created a Chrome extension that gathers each Chromebook's unique identification data; using this data, the team can push out customized screens for each medical office's Chromebook using Chrome's kiosk mode.

For medical office staff, Chromebook setup is easy: They simply enter a device code the first time the Chromebook is used.

“We can centrally manage Chromebooks in all of our customer offices using Chrome Enterprise Upgrade. Everyone can be on the same version of our application at the same time—there's just a single button to deploy versions to test environments as well as production.”



Case 6

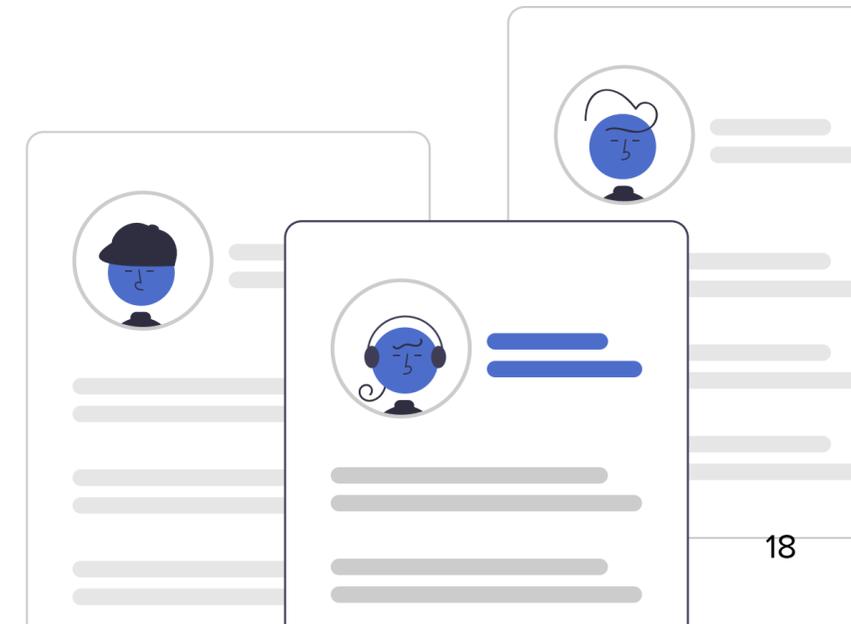
Dr Agarwal's Eye Hospital: Delivering advanced eye care

Overview

Dr. Agarwal's Eye Hospital, a group of 70 eye care centers across India and Africa, uses the latest medical advancements in high-quality eye care but found that aging IT systems weren't keeping pace with medical skills. By replacing outdated PCs with Nexian CB-116 and Acer C730 Chromebooks, Asus Chromeboxes, and LG Chromebases—as well as adopting Google Workspace—the hospital chain reduced trouble tickets and improved patient data systems.

Chrome OS result

- Reduced time needed for doctors to capture patient notes.
- Resulted in a one-time cost savings of 46 percent for devices and software.
- Reduced IT help tickets by 80 percent.
- With reduced help tickets, created more time for IT team to pursue projects that improve patient care.
- Improved collaboration among employees.



Matching Modern Devices to Modern Medicine

By replacing outdated PCs and costly Windows licenses with Chrome devices combined with Chrome Enterprise Upgrade and Google Workspace, Dr. Agarwal's Eye Hospital IT staff spend less time on admin tasks and more time on patient-focused projects—such as improving microscope maintenance.

Doctors use Chrome devices with 22-inch screens, which help them easily read diagnostic records and update patient files—transforming records from paper to digital storage. Sales and corporate staff use Chromebooks while traveling; front-desk teams use Asus Chromeboxes and Chromebases to manage billing. With Google Workspace tools like Google Drive and Google Sheets, admin staff can share billing data and store eye-imaging files.

“When we added Chromebases to doctors' examination rooms, they reduced the time needed to record patient notes by half. That gives doctors more time to consult with patients instead of taking notes.”



Case 7

Five Star Senior Living: Bringing flexibility and productivity to senior living centers

Overview

Five Star Senior Living, which offers senior living communities in 33 U.S. states, wanted its clinicians to access information about clients safely and securely, while reducing their reliance on bulky paper records. Five Star's IT team also wanted to reduce its workload for managing Windows devices, which were time-consuming and costly to keep up and running. Scalability was at the top of the list for a new productivity platform, since Five Star was continually adding new locations as well as employees to its 25,000-person team.

Five Star chose Chrome Enterprise and Chrome devices to provide a secure working environment for clinicians at senior living locations, as well as administrative staff at its Newton, Mass. headquarters. The organization standardized on Chrome Browser to provide web access to its health record and human resources apps.

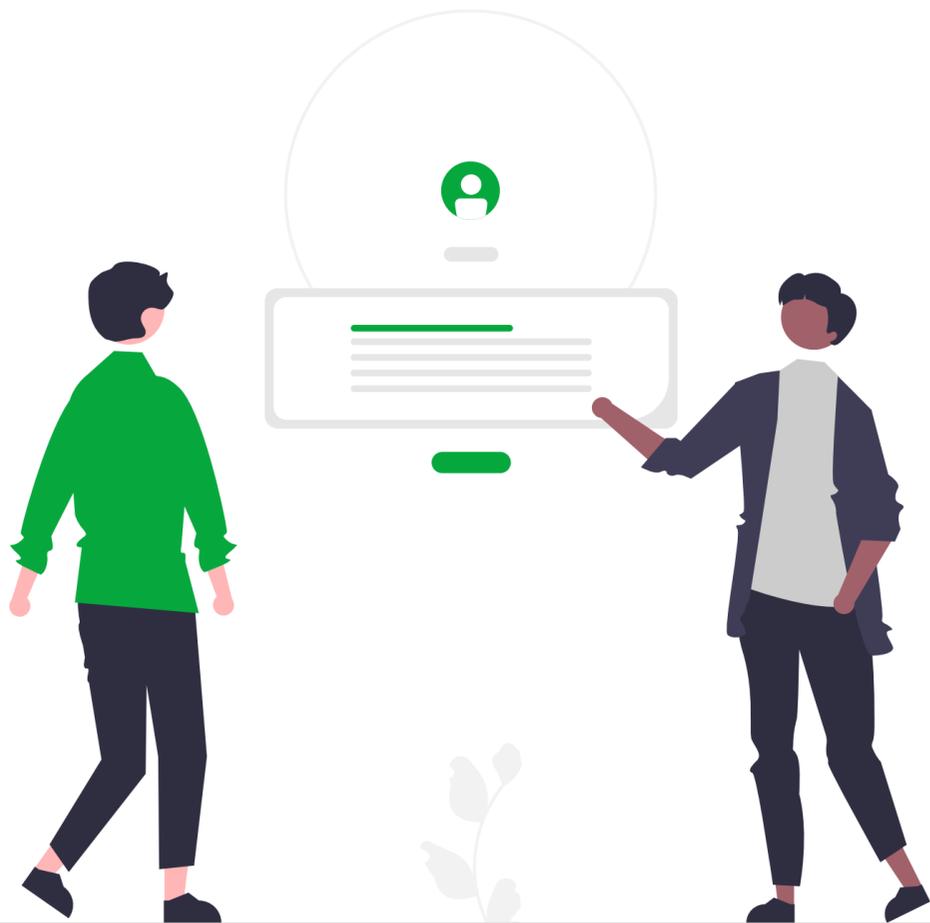
Chrome OS result

- Improves accuracy and productivity for client record-keeping, now that digital records have replaced paper binders
- Matches security with flexibility by allowing employees to use shared Acer Chromebooks in kiosk mode
- Reduces costs for devices as well as encryption and antivirus software, since Chrome OS updates automatically
- Allows licensing by device instead of user through Chrome Enterprise Upgrade, reducing IT admin as personnel change roles
- Allows 1,600 Chrome devices to be managed by just one IT staff person

Updating technology to deliver attentive care

Five Star chose AOPEN Chromebases for its administrative desk workers, and Acer R13 Chromebooks for senior living locations. Clinicians use Chromebooks on medical carts to access health records in PointClickCare, Five Star's EHR software. To access Workday human resources apps, employees use Chromebooks in kiosk and public sessions mode in order to limit web browsing to approved websites. Employees who travel among Five Star locations and need to deliver presentations use the ASUS Chromebook Flip with a touchscreen. CDW, Five Star's vendor partner, enrolls devices in the proper operating unit via the Admin console so that Chromebooks and Chromebases are ready to use right out of the box.

“Cost savings are obviously meaningful to the company's bottom line, but we're also delivering a better platform with more features.”



Case 8

Hackensack Meridian Health: Improving practitioner productivity and user experiences

Overview

Hackensack Meridian Health, a group of 17 hospitals employing over 34,000 in New Jersey, wanted to reorganize its operations and IT program to improve practitioners' user experience, allow more people to work from home, and enable telemedicine. The challenges were many, such as the stringent security and compliance required in the healthcare industry; multiple locations including offices, hospitals, and ambulatory care centers; diverse roles and functions among workers, from administrators to nurses and doctors to call center workers; legacy applications still needed to perform mission-critical tasks; and the need to maintain productivity in a business devoted to maintaining health and saving lives.

Chrome Enterprise met these challenges with ASUS Chromebooks and Chrome Enterprise Upgrade, featuring built-in security features, easy centralized management of devices, users, and applications, and compatibility with virtualized software.

Chrome OS result

- Provides readiness for telemedicine.
- Runs virtualized legacy applications without compromising security.
- Maintains productivity regardless of where work is performed.
- Allows rapid pivoting from office model to work from home model, even for dispersed workforce.
- Builds confidence in digital transformation.



Transforming healthcare productivity

Hackensack Meridian Health chose Chrome Enterprise to speed up its digital transformation. Chromebooks became the device of choice in a variety of settings, including ambulatory exam rooms. The mobile workstation Chromebooks run Epic's electronic health record solution, as well as Imprivata's practitioner badge reader software.

Hackensack Meridian uses Citrix for access to legacy applications, giving workers at home the same experience they have at the office—a vital capability in the wake of COVID-19 closures and stay-at-home orders. Chrome and Google Workspace provide collaboration, videoconferencing, and productivity tools. IT resources are conserved through centralized management of the Chromebook device fleet, with minimal need for endpoint management.

“In the past, IT organizations would spend a small amount on future technology and a much larger amount on managing legacy applications. We're seeing a reversal of that, with more spending on flexible, cloud-based digital technologies.”

Case 9

Hackensack Meridian Health: Providing access to caregiving solutions through Chrome browser

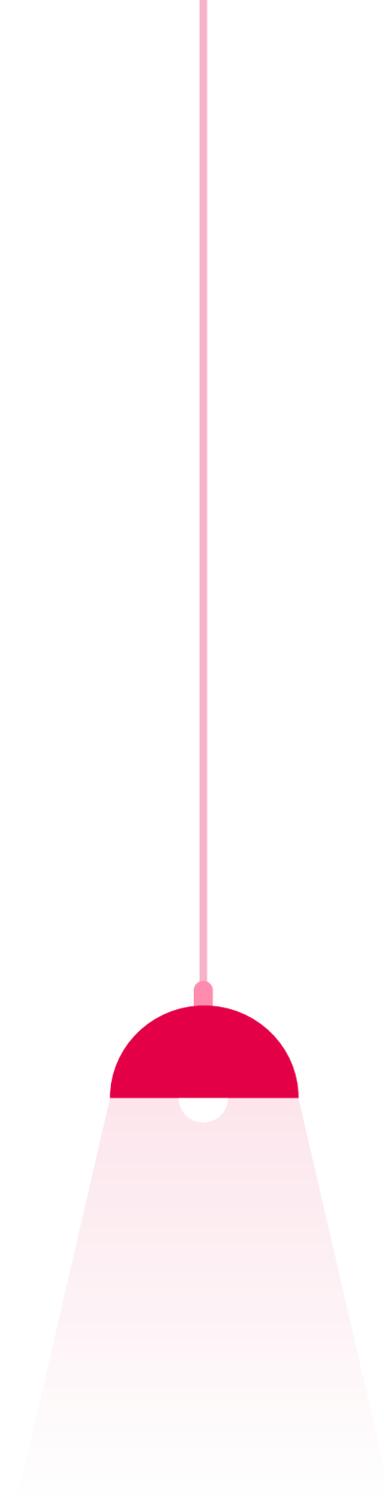
Overview

Hackensack Meridian Health (HMH) wanted to optimize its technology so that clinicians could focus on patient care, and the HMH IT team could reach its goal of never letting technology problems impact care for any patient. To achieve these goals, HMH staff and clinicians use Chrome browser, together with Chrome OS, Google Workspace, and Citrix for accessing healthcare applications.

HMH has adopted Chrome as its default browser for easier management, better visibility into their browser fleet, less troubleshooting, and extension management capabilities.

Chrome OS result

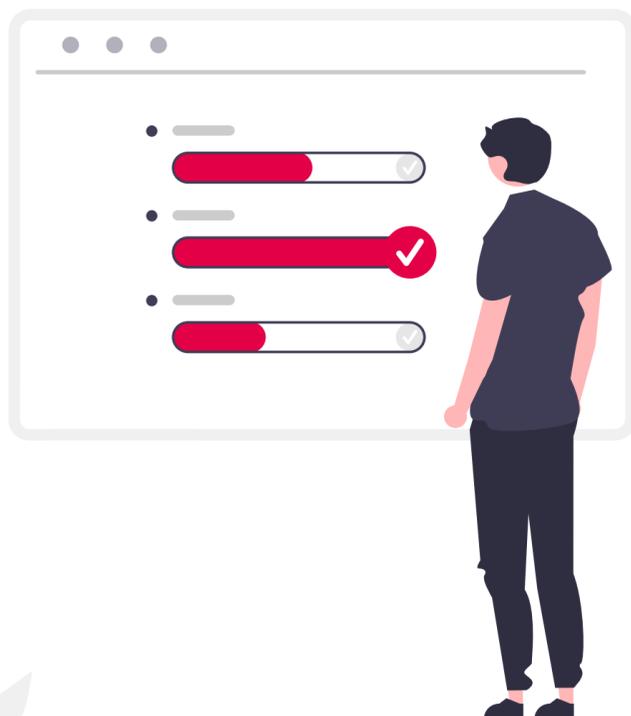
- HMH benefits from cloud-based workflows with 25% fewer support requests
- Sensitive patient data remains secure
- HMH staff can add or block extensions as needed with no delays
- Chrome Browser Cloud Management allows management of 60,000 browsers, accounts, and apps in over 500 locations, across a variety of devices, through a unified management tool
- With Legacy Browser Support, employees using legacy apps benefit from seamless performance through Chrome browser



Flexibility and security with Chrome browser

Once HMH's IT team realized that employees' challenges using apps in Internet Explorer were quickly resolved when users switched to Chrome, HMH decided to choose Chrome as its default browser. Chrome Browser Cloud Management helps HMH IT leaders manage users, accounts, and applications for its 60,000 browsers, whether employees work from HMH facilities or from home. With Legacy Browser Support, users can continue to seamlessly access apps that typically require IE. Chrome's ecosystem of extensions and plugins allows users to add capabilities with just a click. Chrome also lets HMH set up a zero trust authentication system for the additional security needed when managing patient data.

“We realized early on in the pandemic that Chrome browser was a game-changer for us. Chrome helped us accomplish our goal to give employees access beyond our health facilities. Even when we were scattered around New Jersey and beyond, we all had the same experience accessing applications and resources, while remaining productive.”



Case 10

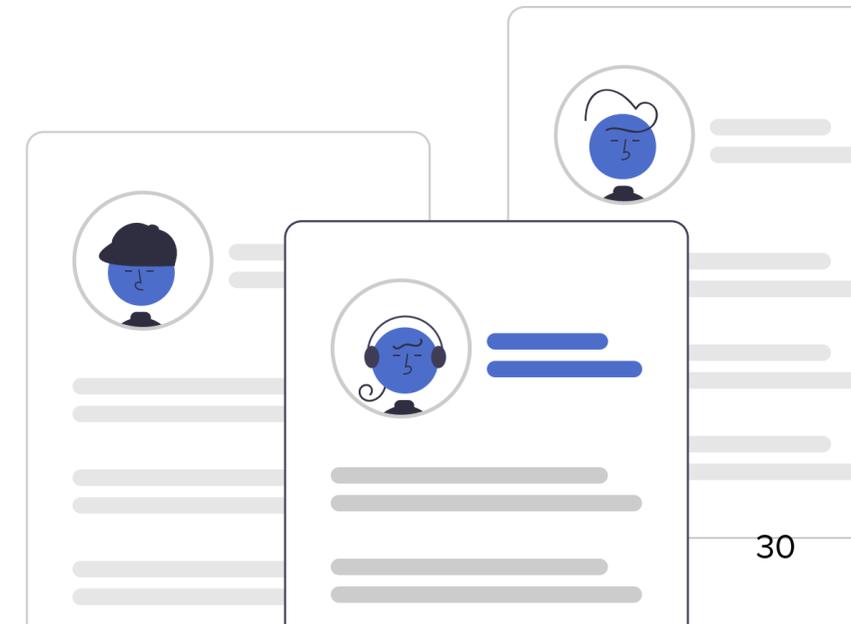
Hunterdon Healthcare: Using technology to improve productivity and deliver better patient care

Overview

To help provide the most modern care possible, New Jersey hospital system Hunterdon Healthcare sought a cloud-based productivity solution that staff could access securely from anywhere on a variety of devices. The new system would also need to work with critical clinical applications, some built for older systems, and be secure enough to trust with sensitive health data. In 2016, the healthcare system chose Chrome Enterprise, Google Workspace, and Acer Chromebooks.

Chrome OS result

- Chromebooks' built-in security eliminates need for third-party patches.
- Easy training makes rapid deployment possible.
- Chrome Browser offers fast and secure access to business-critical applications, including new authentication solution HealthCast.
- Employees can access cloud solutions from wherever they work.
- Chromebooks require less IT support than previous devices.



Secure access to critical healthcare apps

Hunterdon Healthcare began using Chrome Enterprise with 45 Acer Chromebooks and Google Workspace as part of a training program, increasing the number to 250 system-wide, with plans to add 200 more devices. Cloud partner Onix designed a training solution and also helped Hunterdon use its preferred VDI solution to access healthcare-critical applications. Today, 2,400 employees use Chrome Enterprise and Google Workspace to access clinical applications and work together more efficiently. Employees' familiarity with Google Workspace tools resulted in quick training and rollout. With Chrome Enterprise Upgrade, the healthcare system gains access to additional apps and security features for Chromebooks.

“It’s a tall order to safeguard healthcare data, ensure workers have access to critical clinical applications, and provide employees with uncomplicated, low-maintenance cloud devices at a reasonable cost. With Chrome Enterprise and Google Workspace, we think we’ve found that combination.”



FydeOS enterprise solution empowers the healthcare industry

In addition to providing the same quality experience and benefits as Chrome OS Enterprise, FydeOS enterprise solution can also offer system customisation and private deployment, including:

- Enabling FydeOS to run smoothly on your existing hardware, including x86 and selected ARM devices
- Customisation and enhancement of bespoke system features
- Private deployment of essential supporting services for FydeOS

Please contact FydeOS sales team for private customisation services.

NB: Source from <https://chromeenterprise.google/customers>



Thanks

