CASE STUDY

Santa Barbara Cottage Hospital
Medical Center Cures Its Remote-Access Blues

Santa Barbara Cottage Hospital is one of several hospitals in the Cottage Health System and the largest acute-care teaching hospital between Los Angeles and the San Francisco Bay area.

THE CHALLENGE:

On any given day, Santa Barbara Cottage Hospital is a nonstop hub of activity as medical and support staff attend to patient needs. Alberto Kywi, chief information officer, is charged with the responsibility for making sure that the hospital’s critical information systems, including its 120 servers, are working 24/7. Kywi has the added challenge of supporting a broad base of users — his systems administrators, other hospital staff, consultants and vendors — all of whom require remote access to internal servers and workstations to maintain the mobility their jobs demand.

The hospital had previously been using pcAnywhere™ for remote access, but security issues prompted Kywi to rethink his options. “Security is very important for us and was a determining factor in our decision to purchase GoToMyPC,” he explains. “We have confidentiality and privacy requirements, so encryption and multiple passwords are desirable.” Thanks to Citrix® GoToMyPC® Corporate’s AES 128-bit encryption and end-to-end user authentication, Kywi felt confident that he could provide convenient remote access for his organization’s users without compromising security or the patient privacy requirements dictated by the Health Insurance Portability and Accountability Act (HIPAA). Additionally, GoToMyPC Corporate’s online Administration Center comes with a Grouping function that enables Kywi to organize his many users into groups for easy management.

Kywi also points to the convenience that GoToMyPC Corporate’s intuitive features provide: “We could do many of the same things with pcAnywhere™, but GoToMyPC is more convenient.” Still, the primary reason Kywi switched to GoToMyPC Corporate was his concern about preventing unauthorized access to hospital servers. “With pcAnywhere™, modem security was an issue,” he says.

Key Benefits

- Easy to deploy and use — quickly provide desktop access to your employees
- Intuitive and user friendly — no training or support required
- Built-in security features ensure data confidentiality
- Easily collaborate, demonstrate or provide remote help
- Reduce travel costs and increase productivity
- Experience total security, flexibility and scalability
- Manage and administer remote PCs
- Increase employee satisfaction

“GoToMyPC Corporate is more secure and convenient than pcAnywhere™.”

ALBERTO KYWI
CHIEF INFORMATION OFFICER
SANTA BARBARA COTTAGE HOSPITAL

www.citrixonline.com
“Anyone who gets the phone number can dial in to our computer, and we didn’t want to patrol it because we have 120 servers here, so GoToMyPC was the solution for us.”

**EASE OF USE AND LOW TCI EQUAL A PERFECT SOLUTION**

Kywi has found the total cost of implementation (TCI) for GoToMyPC Corporate to be significantly lower than pcAnywhere™ because he no longer must maintain a dedicated phone line and doesn’t incur long-distance charges. “Dedicated phone lines are expensive,” he explains, “and it adds up.” Then there were the associated hardware costs and the management headache of implementing pcAnywhere: “We had to buy a modem and dedicate a phone line for direct dial-up,” Kywi says. “And we had to purchase pcAnywhere™ for the host and client.” In contrast, GoToMyPC Corporate is a managed service and entirely Web based, so there are no added telecommunications costs and no additional software or hardware to purchase.

Another way GoToMyPC Corporate has quickly benefited Kywi is that it doesn’t require installations on client computers — employees, consultants and vendors simply access their workstations and hospital servers securely from any Web browser — which saves his IT staff significant time and saves the hospital money. For Kywi, the fact that GoToMyPC Corporate provides a better return on investment than pcAnywhere™ is an added bonus compared to what he sees as GoToMyPC Corporate’s primary benefit to his organization: its ease of implementation and use. “In the end,” Kywi asserts, “it’s not really a cost issue, but a convenience issue.”

**MOBILE WORKERS BOOST PRODUCTIVITY WITH ANYWHERE ACCESS**

With so many of the hospital’s employees on the go, Kywi relies on GoToMyPC Corporate to make sure they can stay productive by remotely accessing their desktops from anywhere. “GoToMyPC makes our employees much more mobile,” he says, citing one example in which hospital representatives must routinely visit insurance companies in person to settle cases. “With GoToMyPC, we can access our system locally from the payer’s office to argue a case,” Kywi says. “Even with a dial-up connection, we can get to the application and show them face-to-face what the situation is.”

Kywi’s own staff members also benefit from GoToMyPC Corporate’s “like being there” user experience because it enables them to perform remote administration from anywhere. “Our systems support people must be able to work remotely to support applications,” Kywi says, “and GoToMyPC lets them do that from home.” Another plus, Kywi notes, is that he no longer must dedicate a workstation for consultants to access the hospital’s physician entry system — they can log in from any Web browser. And because GoToMyPC Corporate uses the servers’ outgoing ports, the hospital’s secure data is never compromised.

The bottom line for hospital employees is that they can now use GoToMyPC Corporate to work from home without the cumbersome dial-up process of pcAnywhere™. “In the past, employees wanting to work from home needed to dial in to our network,” explains Kywi. “Dialing in long distance to work was clumsy.” Setting up GoToMyPC Corporate for all the constituents he serves took Kywi only a few minutes, and free support is available from the GoToMyPC Corporate Client Services team should he ever require assistance. For Kywi, GoToMyPC Corporate is the perfect solution: “It’s a good tool.”