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## CASE STUDY - RED CROSS LUXEMBOURG

# Developing mobility to improve assistance to vulnerable people



Ensure optimal  
information security

### THE OBJECTIVES

- Strengthen the spirit of collaboration, sense of belonging and well-being at work of The Red Cross Luxembourg staff
- Improve the effectiveness of The Red Cross caregivers in their daily interventions in patients' homes and with dependent or vulnerable people
- Ensure optimal information security, both in terms of the integrity of patients' medical data and the protection of the personal data of people assisted, and The Red Cross Luxembourg employees

### THE CHALLENGES

- Implement a Mobile Device Management (MDM) solution to provide the most open terminal possible while ensuring a high level of equipment safety
- Combine high availability of services with a reduction in of their financial footprint
- Facilitate and secure access to patient records during the daily movements of healthcare personnel



Implement a Mobile  
Device Management

### THE SOLUTION

- Deployment of the Citrix XenMobile platform for enterprise mobility management by Telindus specialists
- Hosting and management of the solution in Telindus data centers

## THE RESULTS

The mobility development programme conducted jointly with Telindus has enabled The Red Cross Luxembourg to equip 1,500 employees - mainly healthcare staff - with high-performance, secure and highly available equipment:

- The new Mobility Management platform, deployed and managed by Telindus, allows centralized deployment of new applications on devices and ensures consistent application versions for all staff
- Remote incident management by the IT team is greatly facilitated and technical interventions are transparent to users, no longer causing service interruption
- The implementation of the new solution results in considerable time savings for both the IT team and users, data access is greatly simplified while being subject to increased security
- The User Experience is enriched, to the satisfaction of all stakeholders: nursing staff, IT team and The Red Cross Luxembourg's General Management.

## THE BENEFITS FOR THE RED CROSS LUXEMBOURG

- The project was not only designed for The Red Cross Luxembourg executives and management, but also and above all for mobile staff: home care is one of the Red Cross' key missions and optimising the work of carers is essential.
- The Luxembourg Red Cross has succeeded in modernising its image by adapting the BYOD principles to the security constraints of the health care sector and the realities on the ground encountered daily by its staff. This enables the company to intensify its efforts to improve well-being at work and strengthen the employee-enterprise relationship
- In addition to effectively strengthening information security on mobile devices, The Red Cross Luxembourg's IT team has already seen a significant reduction in mobile fleet management effort, optimized agility in incident handling, reduced response times, and increased transparency and cost control related to staff mobility.
- The Citrix XenMobile solution is fully integrated in The Red Cross's business processes, both with The Red Cross Luxembourg business application and with the Microsoft Office 365 platform
- The Red Cross IT team can count on the responsiveness of a major local partner capable of providing it with an adapted solution, based on a high level competence and proven quality technical support
- The Red Cross Luxembourg now has a sustainable mobility management solution that is widely open to future developments.



### DISCOVER THEIR STORY

*«In 2016, we decided to outsource our IT infrastructure to Telindus' data centers. In a second step, the entire management of this infrastructure was entrusted to our partner. Today, a large part of our business activity is managed by Telindus as managed services, from the support center to the management of our servers and databases»*

*«The mobility management solution recommended by Telindus was demonstrated in real time to the Red Cross management. This opportunity to «finger» our future work environment has greatly contributed to convincing us that we are making the right choice, both from a technological point of view and in terms of understanding our needs*

**MARTIAL ARNOLD** – IT Director of the Red Cross Luxembourg

## THE RED CROSS LUXEMBOURG IN SHORT

With more than 2000 professionals and several thousand volunteers, the Luxembourg Red Cross is a major player in the fields of Health, Social, Youth and Humanitarian Aid. The Luxembourg Red Cross is thus involved in such essential activities as home care, blood transfusion, convalescence, care for the elderly, social assistance, individual assistance for people in difficulty, relay homes and youth centres, socio-family therapeutic services, international emergency humanitarian aid and the reception of migrants and refugees.