CASE STUDY

Developing mobility to enhance assistance for vulnerable individuals.

croix-rouge
luxembourgeoise
Mënschen hëllefen

telindus

THEIR OBJECTIVES

- Strengthening collaboration, a sense of belonging, and well-being at work for the personnel of the Luxembourg Red Cross.
- Improving the effectiveness of Red Cross caregivers during their daily interventions at patients' homes and with dependent or vulnerable individuals.
- Ensuring optimal information security, both in terms of the integrity of patients' medical data and the protection of personal data of assisted individuals and employees of the Luxembourg Red Cross.

THE CHALLENGES

- Implementing a Mobile Device Management (MDM) solution to have the most open terminal possible while ensuring a high level of equipment security.
- Balancing high service availability with reduced financial footprint.
- Facilitating and securing access to patient records during the daily travels of healthcare personnel.

THE SOLUTION

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

THE RESULTS

The mobility development program conducted jointly with Telindus has enabled the Luxembourg Red Cross to equip 1500 employees - primarily healthcare personnel - 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 consistency of 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 interruptions.

- The implementation of the new solution results in considerable time savings for both the IT team and the users, with data access greatly simplified while undergoing increased security measures.

- The User Experience is enriched, to the satisfaction of all stakeholders: healthcare personnel, IT team, and General Management of the Luxembourg Red Cross.

THE BENEFITS FOR THE RED CROSS

- The project was conceived not only for the executives and management of the Luxembourg Red Cross but especially for mobile personnel: home care is one of the key missions of the Red Cross, and optimizing the work of caregivers is paramount.

- The Luxembourg Red Cross has succeeded in modernizing its image by adapting BYOD principles to the security constraints of the healthcare sector and the daily realities faced by its personnel, allowing the company to continue and intensify its efforts to improve employee well-being and strengthen the employee-employer relationship.

- In addition to effectively strengthening information security on mobile devices, the Red Cross IT team has already observed a significant reduction in mobile fleet management effort, improved agility in incident handling, decreased intervention times, as well as increased transparency and cost control related to personnel mobility.

- The Citrix XenMobile solution is seamlessly integrated into the work processes of the Luxembourg Red Cross, both with the Red Cross's business application and with the Microsoft Office 365 platform.

- The Red Cross IT team can rely on the responsiveness of a major local partner capable of providing an end-to-end solution tailored to their needs, based on a high level of expertise and proven technical support quality.

- The Luxembourg Red Cross now has a sustainable mobility management solution that is widely open to future developments.

DISCOVER THEIR STORY

"In 2016, we made the decision to outsource our IT infrastructure to Telindus data centers. Subsequently, the management of this infrastructure was entirely entrusted to our partner. Today, a large part of our business activity is managed by Telindus in the form of managed services, from the support center to the management of our servers, including our databases."

"The mobility management solution advocated by Telindus was demonstrated in real-world conditions to the members of the management of the Luxembourg Red Cross. This opportunity to 'experience' our future work environment firsthand greatly contributed to convincing us that we were making the right choice, both in terms of technology and in understanding our needs."

MARTIAL ARNOLD - Directorr IT of la Croix-Rouge luxembourgeoise