ManageEngine
Endpoint Central

Solution brief

Manage Every Device

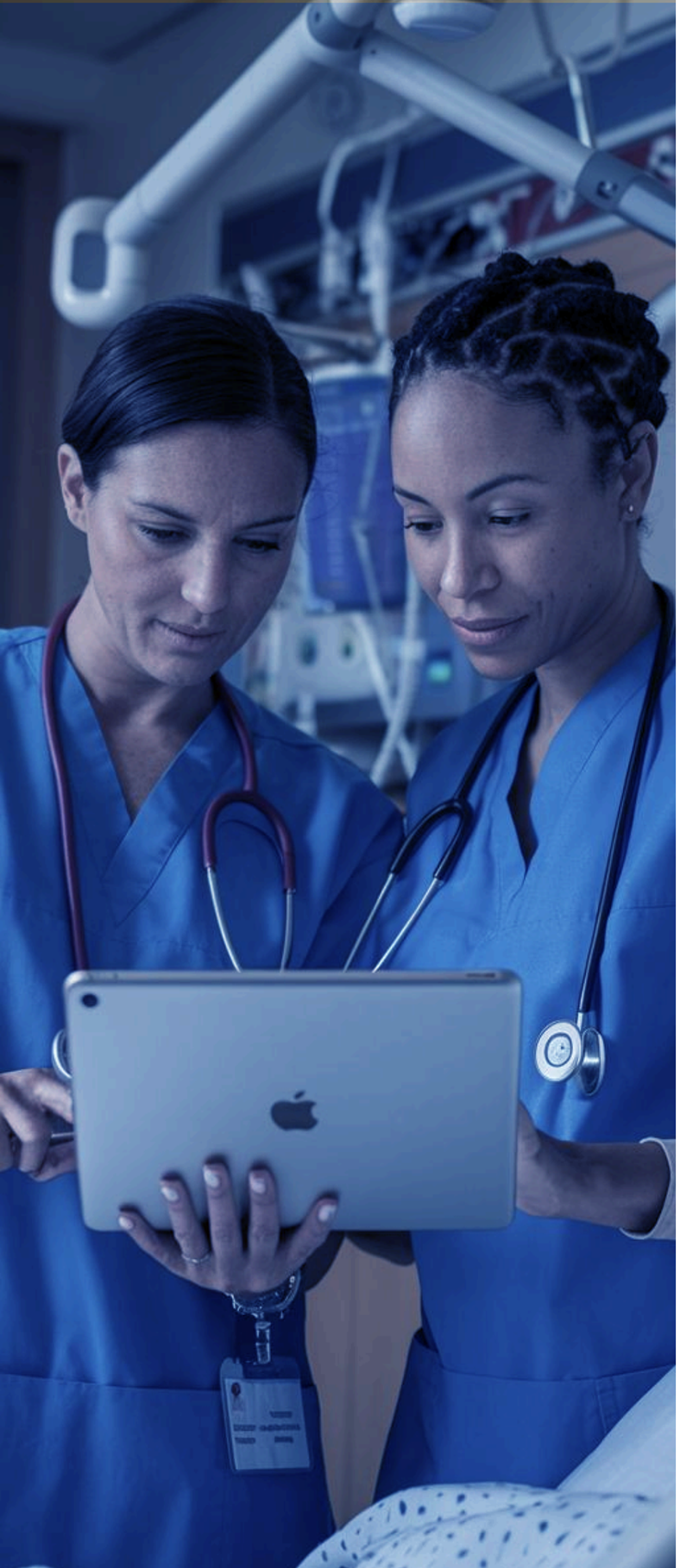
01

Clinical Workstations

- The speed at which healthcare giants acquire organizations or terminate contracts has increased. Reduce tool sprawl and consolidate ITAM, traditional, and modern endpoint management tools in Endpoint Central's one platform.

- Automate the life cycle—from onboarding the device during acquisition to deploying software and updates until remote wiping during termination of contracts.

- Keep department-specific workstations auto-logged on a generic profile and secured for anyone to share and access EHR throughout the day. Replace GPO lockdowns and keep all the medical grade PCs in patient wards restricted only for doctors to access Epic, imaging apps, and web browsers.



02

Shared devices

- **Self-provisioning:** With a tap and login, workers can ready a device for their shift. Afterward, it automatically wipes and resets for the next user, integrated with your IdP.

- **SSO for apps:** Simplify logins by integrating with an IdP and enabling SSO, allowing workers to access all apps without reusing credentials.

- **Auto reset after idle:** Automatically sign out and reset devices after a specific idle duration, ensuring availability for the next shift.

- **Persona specific kiosks:** Put devices in kiosk mode with apps and profiles based on job role, transforming common devices into persona-based workspaces (e.g., Epic Willow for pharmacists or interpreter apps for therapists).

- **Attendance integration:** Sync device activity with HRMS to log attendance based on sign-in and sign-out activity.

03

Server Infrastructure

Multi-cloud server management

Go beyond the limitations of cloud-native tools. Reduce the total cost of ownership (TCO) by adopting a single platform to manage your servers across data centers and multi-cloud.

RBAC

When you have a specific day of the month where you're comfortable patching different cohorts of servers, create custom groups and use RBAC to restrict server patching access to the appropriate teams.

Nuanced control for server patching

Test, approve, schedule, decline, roll-back, and use pre/post-deployment scripts. Maintain N-1 patches and exclude reboot for servers.

"For certain servers, I have to manually stop applications before rebooting, which means waking up at 5:30am once a month, which was a pain. But we found that Endpoint Central's patching workflow allows uploading scripts as part of the pre-deployment process to stop applications before rebooting and restart them once the machine is up."

- Network system administrator, Port Townsend-based community care in Washington, U.S.

04

Sample patching playbook : Servers and point-of-care devices

Week/Actions	Testing		Approval		Patch deployment		Automation	Reboot
Patch Tuesday (PT) week	**UAT** (Create test cohorts to simulate patch behaviour in different environments)							
	EUC test group (Representatives from all departments- Diagnostics and imaging, clinical informatics, etc)	**Servers** test group						
Week 1 after PT			Automatic patch approval for **EUC**	Manual patch approval for **servers** based on change control	**EUC** is patched			Reboot initiated for EUC
Week 2 after PT					**Server patching** Multiple deployments with predictable schedules for different server cohorts based on their maintenance windows		Push scripts as part of the deployment process to stop apps before rebooting and restart them once the machine is up.	Reboot excluded for servers
					Tuesday, morning Data backup servers (ex:Veeam) are patched since they take backups at night	**Wednesday** On-prem Exchange, utility, and Azure AD servers are patched	**Friday** Research lab devices are patched. Labs demand high compute resources. Downtime on specific days/times to avoid system slowdown.	
Week 3 after PT								
Week 4 after PT					Production servers are patched in Week 4 to ensure maximum uptime, split by departments like Radiology and Data Analytics.			

05

Non-standard devices

Zebra devices for barcode-based medical administration

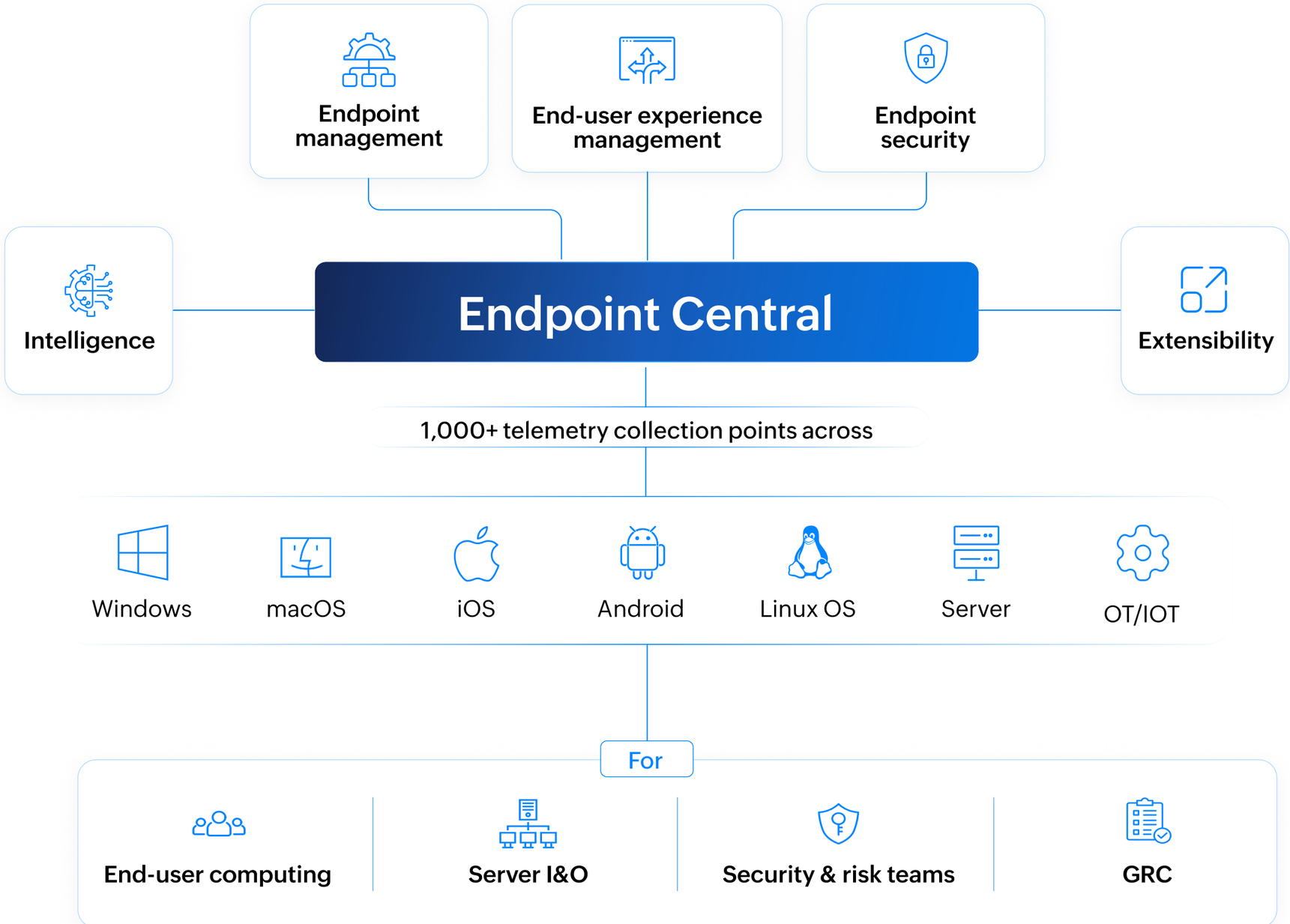
- Securely use Zebra devices attached with scanners by hardening configurations and updating the latest firmware.
- Inventory all Zebra devices and share the device ID to the EMR host so they can associate a license for Epic Rover.
- Deploy Epic Rover on Zebra devices, which enables nurses to perform barcode medication administration (BCMA) at the point of care, and phlebotomists to complete specimen collection and documentation.

Apple TV and smart-watches for remote patient experience

- To support remote patient monitoring, adopt wearables such as smartwatches and fitness trackers. To keep the devices secure and available when collecting PHI, keep the firmware up-to-date and troubleshoot any problems remotely.

- Deliver bedside iPads and tablets paired with their managed Apple TV. Within patient rooms, they empower patients to see their medical records, control room temperature, close the blinds, and call a nurse.

One platform for every endpoint workflow



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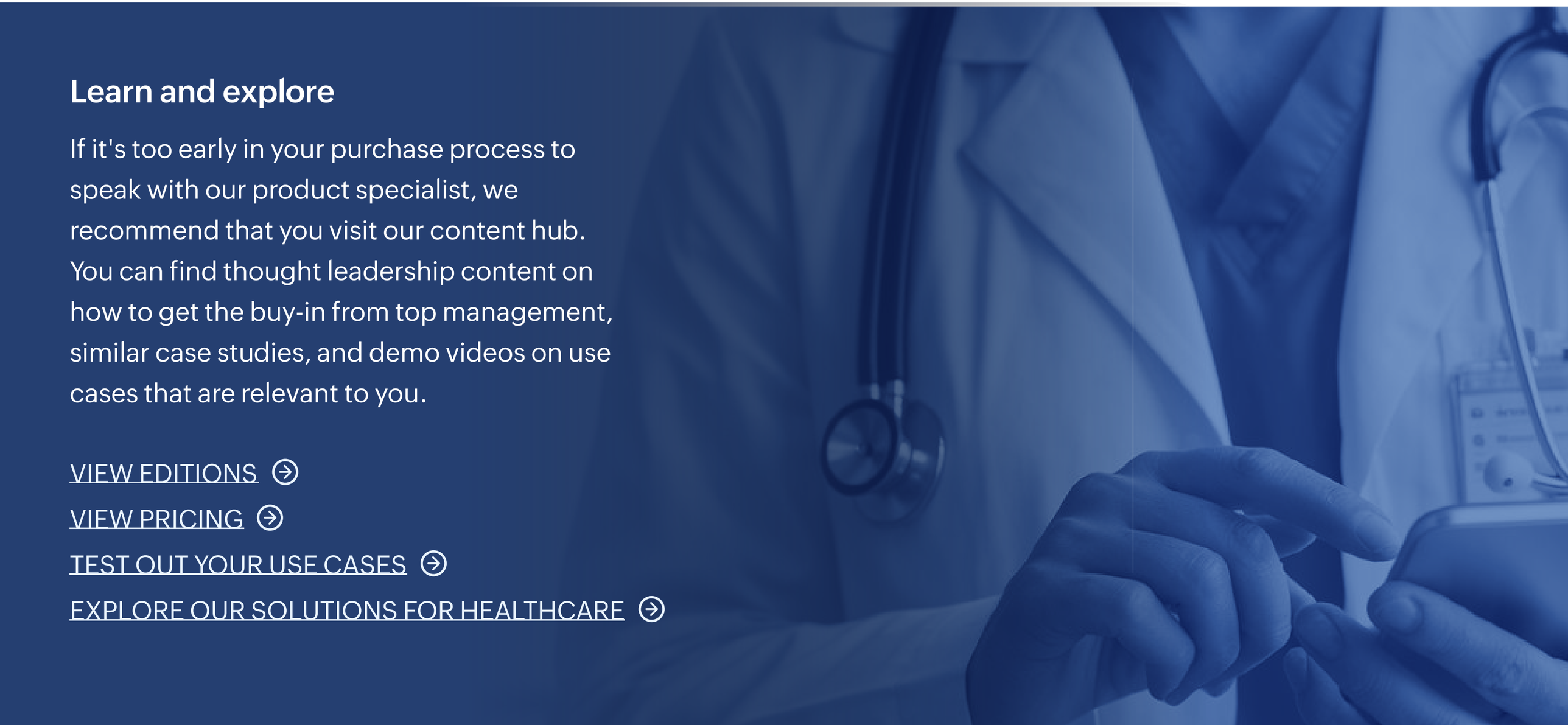

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