

Insight Digital Workspace™ Helps Livio Deliver Quality Healthcare Services.

Healthcare institutions in the Netherlands are under real pressure to do more with less. Despite this, the Livio Foundation focussed on improving the quality of healthcare services and retain high levels of client engagement. Innovation was vital, and safeguarding patient information was critical.

The Challenge

Healthcare workers at Livio Foundation are passionate about helping people – not carrying out time-consuming administration. Yet, the combination of the existing Citrix infrastructure, strict policies and complicated delivery in the field made existing IT systems too rigid and expensive to use.

“Healthcare workers need the flexibility to work locally and remotely, either at different Livio locations or within the community. They have to stay connected to the data and tools they use in the office, and be confident that client information remains secure in line with GDPR”, said Rob van Brummelen, information manager at Livio.

However, most healthcare workers didn’t have a smartphone to use in the field. They had to take notes, go back to a desk to look up more information, enter the data and return to their clients.

That was far too time-consuming and inconvenient, which delayed the delivery of essential healthcare services and increased the risk of making life-threatening mistakes. It was the primary driver for Livio to radically transform the IT services it provided to frontline healthcare workers.

“Today, our IT costs are much lower and more flexible – and our healthcare workers are using their new tools to be more productive. Ultimately, our clients are happier because they’re getting the attention they deserve.”

Rob van Brummelen, Information Manager at Livio.



Quick Overview

The Livio Foundation delivers non-hospital, residential and social care in several Dutch municipalities in the Netherlands.

To help Livio’s professionals work more efficiently and save valuable time that could be better spent with clients, the institution outsourced its IT services to Caase.com, a leading Dutch Microsoft partner and division of Insight.

Caase.com supported Livio in adopting the Insight Digital Workspace™ solution, so workers could realise the benefits of digital transformation and be more productive.

Quick Stats

Client:

The Netherlands
Healthcare Services

Size:

2,500 employees
1,000 volunteers

The Solution

After evaluating several vendors, Livio decided to outsource its IT services to Caase.com, a leading Microsoft cloud provider in the Netherlands with a strong footprint in healthcare.

“We didn’t want to maintain an expensive IT infrastructure ourselves. We wanted a lean, streamlined organisation dedicated to serving our clients,” explained Rob van Brummelen, information manager at Livio.

Having evaluated the Livio’s business needs, Caase.com recommended the Insight Digital Workspace™.

“Insight Digital Workspace™ is a secure cloud service that intelligently brings together the most relevant applications and information that Livio healthcare workers need to complete everyday tasks. Since it’s built on Microsoft Office 365, AI capabilities add real-time intelligence which means the healthcare professionals have relevant patient files at their fingertips,” said Victor-Jan Leurs, General Manager, Caase.com.

Livio subscribed to Microsoft 365 through the Cloud Solution Provider programme, which included Windows 10 Surface devices to give remote workers flexible access to information, Office 365 services and health apps. Simply launching Insight Digital Workspace™ gives professionals single sign-on to resources, workflows and collaborative teams.

“Healthcare workers can save time by adding information to client files, submitting forms, conferring with colleagues, making decisions and delivering life-saving services on the spot,” added Rob van Brummelen.

With Insight Digital Workspace™, Livio also benefit from the advanced threat protection and security management, as well as easy to control access to network resources, identify threats and install upgrades remotely.

The Benefits

The intelligence built into Insight Digital Workspace™ helps Livio Foundation save 40% and increase flexibility on IT costs.

The IT infrastructure stack that now resides in the cloud achieves a single goal: to provide Livio healthcare professionals with the information and tools they need to do their jobs any time, any place, anywhere.

Besides the secure IT infrastructure in Azure Cloud, Microsoft’s 365 E5 security provides complete confidence and compliance with regulations, including GDPR.

“With our IT Infrastructure now fully in the Microsoft cloud, we are experiencing all the benefits of digital transformation.”

Rob van Brummelen, Information Manager at Livio.

The Results Highlights



Healthcare workers are now able to securely work on one device by using Insight Digital Workspace™.



Professionals can efficiently deliver healthcare services to clients directly, providing more quality interaction.



Real-time information and instant access to critical resources.



Insight Digital Workspace™, provides a highly stable solution with security enhanced Windows 10, Enterprise Mobility + Security, and Office 365 environment with fewer security problems.

For more information, please visit: be.insight.com/solve/connected-workforce/digital-workspace