

Providing Better Patient Care by Moving to the Cloud.

Vivent provides home healthcare services in the Netherlands. Vivent helps about 3,500 people in the Netherlands live happier, healthier lives in their own homes or in residential care facilities. Vivent provides home healthcare services and operates five care facilities in 's-Hertogenbosch and surrounding communities in the country's south-central region.

Reliably deliver needed information at the point of care.

Most of Vivent's 1,500 employees and 700 volunteers are mobile caregivers who are in and out of patients' homes throughout the day. They need remote access to patient health data, company procedures, and various company applications to do their jobs, but connecting employees with information was a challenge.

Vivent uses SaaS applications wherever possible and used Citrix remote-access software to make these and Vivent-hosted applications available to remote employees. However, the remote-access environment was rife with technical difficulties and frustrations, including complex log-ins, data security worries, and the inability to deliver rich content such as video and conference calls at the point of care. Employees sometimes used their own applications instead of those provided by the organisation, further compromising security.

It's Richard de Fijter's job to keep Vivent data safe, make employees productive, happy, and keep costs down. "It's very difficult to predict computing needs, our on-premises applications and hardware were old, unreliable, and expensive to acquire, maintain, power, and cool," he says. "We needed a secure, flexible, easy-to-use way for employees to access needed applications."

Move everything possible to the cloud.

de Fijter wanted to move Vivent IT Services to the cloud - and let someone else manage servers. But Vivent's challenges extended beyond servers to end-user device management, sign-on problems, and more. To guide the organisation's journey to the cloud, de Fijter brought in Caase.com, a local technology provider that specialises in the Microsoft cloud.



To make its 1,500 employees more productive and enhance patient care, Vivent worked with cloud partner Caase.com - a division of Insight to create an employee portal built on Microsoft Office 365. Caregivers have instant, mobile access to patient data - and to one another - at the point of care. Costs are more predictable, too, enabling Vivent to focus more funds on healthcare.

de Fijter already knew that he wanted to partner with Microsoft. "There's only one cloud for us, and that's Microsoft," he says. "Amazon Web Services and Google Cloud may be viable options in the US but not in Europe, because EU privacy rules, especially GDPR, are brutal, and we felt that Azure had stronger and more flexible security."

Caase.com recommended a wide-ranging suite of services to solve Vivent's productivity, security, and computer management problems. It proposed deploying Microsoft Office 365 to provide employees with access anytime, anywhere, and on any device to oft-used Office applications. The solution also included moving on-premises applications into Microsoft Azure to eliminate the cost and hassle of maintaining hardware. In addition, Caase.com recommended taking advantage of Microsoft Enterprise Mobility + Security for Single Sign-On (SSO) to Office 365 and Azure-based and third-party SaaS applications and also to provide advanced security features for mobile workers.

The Insight Digital Workspace™.

Caase.com went further and used these cloud services to create a portal that serves as a single, central, digital headquarters where employees can go to perform all their work. The Insight Digital Workspace™, based on Microsoft SharePoint Online, is divided into three panels: one for company news, blog, video and training materials; another for departmental (or role-based) news and applications; and a third for personal news, applications, and relevant documents. Rather than the fragmented user experience they had before, Vivent employees can reach everything they need, with SSO provided by Azure Active Directory Premium, a component of Microsoft Enterprise Mobility + Security. The Insight Digital Workspace™ also includes a powerful search capability that surfaces documents, internal websites, videos, documentation, email messages, and everything else related to a desired topic that an employee is authorised to view. They can find what they need on their laptop, in an Azure-hosted application, in SharePoint Online or Microsoft OneDrive for Business (parts of Office 365), or in a SaaS application. At the same time, Vivent upgraded employee devices to the Windows 10 operating system to provide maximum device performance and security.

"More productive employees lead to more satisfied customers and better financial results," de Fijter says. "By using the Insight Digital Workspace™, employees can do their work more efficiently, which lets them see more patients for 10–15% longer. They can use a laptop, tablet, or smartphone at the point of care to access patient data, collaborate with colleagues about care decisions using Microsoft Teams, and make notes in a patient's file."



Enhance data security, availability.

Caase.com uses Microsoft Intune in Microsoft Enterprise Mobility + Security to remotely manage Vivent's desktop and mobile devices and its applications from a single cloud console. With Intune, Caase.com staff can see at a glance if unauthorised software has been downloaded or security updates are needed, and they can remote-wipe a device if it is reported stolen.

Vivent also uses Enterprise Mobility + Security conditional access to define policies that provide contextual controls at the user, location, device, and app levels. Administrators can allow or block access or challenge users with Multi-Factor Authentication, device enrollment, or password change.

"People have multiple mobile devices these days, and we need to know that our applications and data are secure across those devices," de Fijter says. "Azure Active Directory identity protection, along with conditional access, Multi-Factor Authentication, and Intune device management provide that assurance. The new GDPR requires stringent new levels of data confidentiality, and this technology helps us comply. There are huge financial penalties for non-

compliance; the cost of even one or two data leaks could shut down an entire business.”

Vivent also has greater assurance that its applications will be up, running, and performing well in Azure. “We don’t have to worry about our servers overheating, applying security updates, regular hardware refreshes, changing power supply batteries, and all that,” de Fijter says. “Microsoft has firewalls the size of city buses, which we could never afford. I get a good night’s sleep, no longer worrying about servers spontaneously combusting! We’re a healthcare provider that delivers 24/7 services to our patients, so we need 24/7 access to our applications and data. Azure gives us the high availability and security that are critical to our business.”

“As Microsoft 2018 Worldwide Partner of the Year for Modern Desktop, Insight launches the next generation Insight Digital Workspace™ with Vivent, providing even more advanced and easy collaboration with Microsoft Teams on any device. We are pushing collaboration to the next level”

Hank van Gardingen, sales manager at Caase.com

Managing costs.

Caase.com uses the Microsoft Cloud Solution Provider program license, which gives customers like Vivent a flexible, monthly way to license Office 365, Enterprise Mobility + Security, and Windows 10.

“Budgeting is quite predictable, and costs are monthly versus every three years,” de Fijter says. “I haven’t calculated saving from using Azure, but in the long run, Azure will be cheaper than running servers on-premises, in energy and cooling costs alone. We could never reach the economies scale and the levels of security that Microsoft has. Plus, with Microsoft caring for our infrastructure, there’s less for us to do. Two people left my department, and I don’t have to replace them. By saving money in IT, we can direct more funds to healthcare, which is why we exist.”

Engage employees, transform services.

With its shift to the cloud, Vivent has actually realised that it needs a different type of IT staff - less technical and more user-oriented and advisory in nature. “My employees previously were focused on maintaining hardware,” de Fijter says. “With Microsoft taking care of this, our employees are not pushing buttons but are orchestrating processes and helping our employees use technology more effectively. It’s a positive change for them.”



Vivent is working with Caase.com to map out the next phase in its transformation. It wants to use the Microsoft Azure IoT Suite to build a platform for monitoring patient health data. For example, through sensors, Vivent could keep round-the-clock tabs on a patient’s location within his or her home - in or out of bed, in or out of the bath, and so forth. If there’s a problem, Vivent could remotely check in with the patient using a home webcam.

"IoT will help us improve individual patient care, but we can also analyse data across many patients to gain predictive insights and improve care for all our patients," de Fijter says. "For example, we might see a correlation between a sudden change of behavior and depression. Or diet and heart rate. We don't yet know what we might see, but we have the IoT devices and the data, and Azure will give us the tools we need to make sense of it."

"As Caase.com is now a Division of Insight, we are able to take true business innovation in Healthcare to the next level. Our ambition is to set new standards for the Dutch Healthcare market. Insight is Microsoft 2018 Worldwide Partner of the Year for Artificial Intelligence, and we are currently working on advanced Healthcare chatbot scenario's with Vivent."

Hank van Gardingen, sales manager at Caase.com



Customer Name: Vivent

Industry: Health

Country or Region: Netherlands

Customer Website: www.vivent.nl

Employee Size: 1,500 employees

Partner Name: Caase.com, a division of Insight

Microsoft Products

- Microsoft Azure
 - Remote Desktop Services on Azure
 - Azure Virtual Machines
 - Azure Virtual Network
- Microsoft Enterprise Mobility + Security
 - Azure Active Directory Premium
 - Microsoft Intune
- Microsoft Office 365
 - Microsoft Exchange Online
 - Microsoft Office 365 ProPlus
 - Microsoft OneDrive for Business
 - Microsoft SharePoint Online
 - Skype for Business Online