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eBOOK

Remote access for Life Sciences organizations

Relevant information from anywhere for Healthcare & Life Science personnel

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Leading the way to the next level of remote working IT for Life Sciences

Life Sciences organizations are under constant pressure to improve workflows, reduce cost and deliver lifesaving products faster than ever. Using remote access and centralized IT infrastructure organizations can make big leaps forward in accelerating time-to-market and at the same time benefits from strong cost reductions. Life Sciences and Medical workers need fast and responsive remote access though they can operate their demanding software solutions remotely. Key to a centralization effort is that remote workers remain happy with performance, reliability, and collaboration. IT departments are always looking to reduce work by standardizing user workstations and server software and hardware. Centralized IT is without doubt the best practice for centralized administration and total control of user workstations and software installations.

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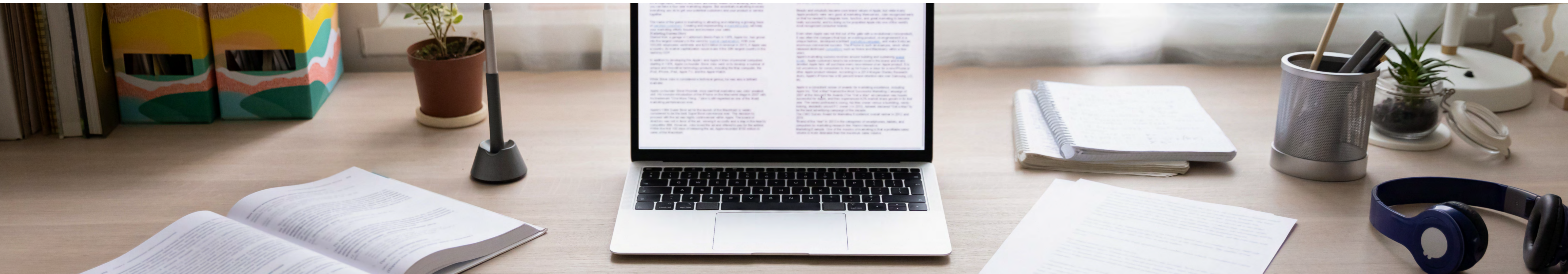
Fast remote access

Workers love their under-desk workstations because they are fast. Remote workers also love to have access to their work from anywhere, from the office, from home, from clinical trial sites, from production sites or hotels.

If remote workers have good performance remote access, then the advantages of remote access outweigh the disadvantage of not having an under-desk workstation by far. Remote workers can work on for example on either a 3D body scan in a hospital or analyzing a 3D organic chemical structure in research laboratory, suspending their session before driving home. From home they can re-connect to the same session from say a MAC. Exceed TurboX automatically adapts the screen-size to the screen-size of a device that is resuming a session.

Exceed TurboX offers high performance remote access even when the user is on a different continent than the datacenter hosting his software.

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High Availability

Exceed TurboX includes integrated High Availability (HA). Exceed TurboX can be configured as a highly available server "cluster" for high availability access to remote software with maximum uptime. High Availability is highly important in healthcare and life sciences environments where for example physicians conducting clinical trials need 24 hours by seven days a week immediate access to patient imagery.

78% of remote workers say high availability is a most important factor for remote access.

Engineering.com audience survey of remote access to design software

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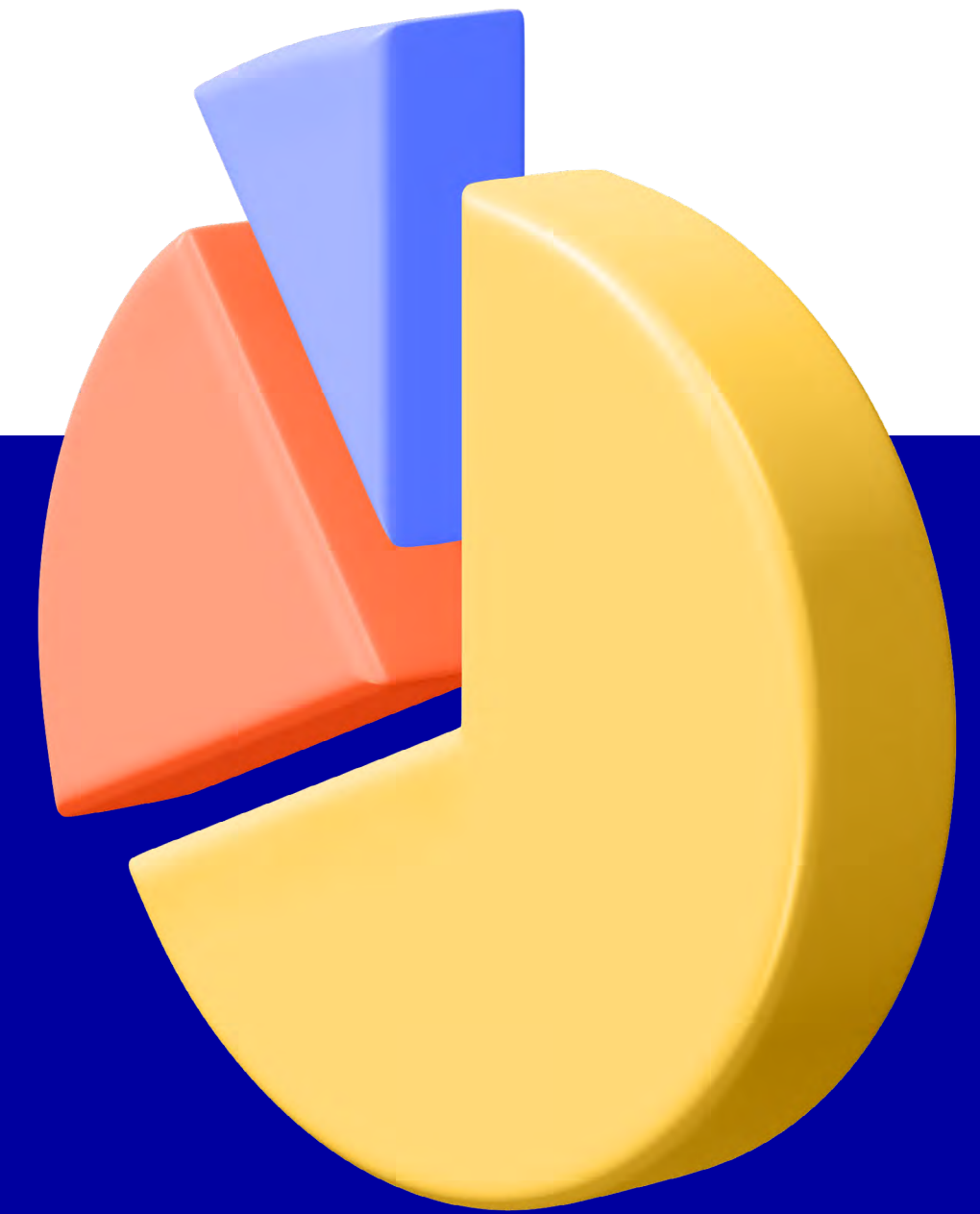
Connection stability

53% of remote workers are concerned about potential connection instability issues with remote access that may cause lost work.

Source: Engineering.com audience survey of remote access to design software

With many remote access solutions losing the connection means losing the work. Reconnecting to existing backend sessions is not provided by many solutions. That means with short network outages remote workers lose their work and IT has high maintenance efforts with closing ghost sessions that use resources but cannot be connected to anymore. Exceed TurboX provides full suspend and resume support for session which also works with network outages. After a network outage, users can re-connect to their existing sessions without any problems. Suspended sessions are shown in the browser dashboard and can be launched with a mouse click.

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Secure IP

Security of intellectual property is a concern for 37% of participating remote workers.

Source: Engineering.com audience survey of remote access to design software

Organizations that design complex life sciences products like for magnetic resonance imaging (MRI), computed tomography scanning (CT scan) and many other medical products across multiple therapeutic areas need to have strict control over their IP. Using personal workstations is the worst-case scenario for IP protection. Users can simply copy IP related files to memory sticks. Using a centralized IT approach all IP is locked down in a well-protected always available datacenter. Good remote access software like Exceed TurboX allows to configure if users should be able to copy files to the local machine, use the clipboard to copy content to the local machine and print on the local machine. Disabling file transfer, clipboard copy and local printing makes sure no IP can leak from the datacenter.

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Accelerated time-to market

Exceed TurboX customers see major improvement in time-to-market for their products or major accelerations of their internal workflows. Keeping all files in one central place eliminates file synch times and other process bound wait times when multiple locations are involved. The powerful collaboration feature of ETX allows to include resources around the globe to quickly resolve issues. With centralized IT teams can be allocated without any limitations opposed by local datacenters. Flexible teams allow organizations to quickly move manpower where it needs to be, and such accelerate time-to-market or faster execution of workflows.

Business continuity for medical, political and other emergencies

Never before the 2020 Coronavirus pandemic it became so clear to organizations that having a work from home with remote access strategy in place can keep productivity up during difficult times. In fact, remote access is becoming a key digital strategy for organizations worldwide.

OpenText Exceed TurboX enables access to centralized desktops from anywhere and almost any device.

IT benefits of centralized remote access IT

Centralized management is the holy grail for most IT challenges. Centralization enables further automation of tasks like operating system patches and upgrades, software installation and patches and infrastructure installations and upgrades. Anything central can be done much quicker and with less disruption than with local user workstations. Centralized IT increases security by forced patches and central security hardware and software. Implementing a secure backup strategy is only possible within a datacenter. Single user workstations easily fall out of backup strategies because they have new disks, software is not configured right or similar issues.

New desktops can be rolled out much quicker, no hardware purchase is needed. Just some central configurations need to be applied.

Remote access to centralized IT also helps IT itself as IT personnel can access systems from anywhere and any device to resolve issues.

CIOs will like the cost reduction part of centralized IT. As mentioned before, a single global datacenter can reduce IT cost by multiple factors when consolidating multiple datacenters into one.

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Exceed TurboX in healthcare and life sciences

Healthcare workers can benefit in many ways from using powerful remote access tools. They can view ever growing patient imaging data from anywhere, from a screen during surgery, from an iPad which a doctor uses at the side of a patient's bed. For reviewing imaging data to create a precise diagnosis from home or any other place in the world. Secure remote access makes sure sensitive patient data is locked down in a central place and only authorized personnel can view the data.

For life sciences using remote access can accelerate the process to results be it new pharmaceutics or new medical devices that can be brought to market faster because teams have access to all information and imaging data from anywhere.

"Having a strong integration of components, with the ability to interconnect them and analyze the data that's been shared is really significant. With OpenText Exceed TurboX, we're able to connect so many different components and make them available to our users, even if they all run on different operating systems."

Simon Omer, Head of R&D, Philips Radiation Oncology, North America

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Examples for remote access in health care and life sciences

Remote access improves maintenance for medical devices as maintenance personnel doesn't need to be on-site for remote enabled maintenance or to obtain a detailed status of the device. Remote access reduces the cost associated with continuous maintenance of medical devices.

In conjunction with medical IOT devices that allow predictive maintenance Exceed TurboX allows maintenance workers to access medical devices whenever maintenance is signaled as required. Remote access is a key initiative to keep maintenance cost low.

Devices that create patient imagery can provide large usability advantages by allowing doctors and medical personnel to access patient image data from anywhere. Doctors can work on a patient diagnosis from their office in a hospital, in their private office, at home, from a hotel or anywhere else. Personnel can also access patient imagery from tablet computers right at the patient's bed or in an operations room where surgery is performed for example.

Clinical trials might create very large amounts of high-resolution 2D and 3D images. Having remote access to the trial image data accelerates the trial review process and can help to bring new life saving products to market earlier.

Medical laboratories create high-resolution images of for example human cells. Using powerful remote access doctors can get a quick glimpse at patient images created in a laboratory without needing to be at the location. For example a cell sample from an ongoing surgery can be examined in a laboratory and imagery of the results can be made available to the doctor undertaking the surgery via remote access.

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