

Solutions for Healthcare

INDUSTRY BROCHURE

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Novell Knows Healthcare

Solutions For Resolving Healthcare's Ever-Growing Challenges



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Novell is a software company with billions of world-wide users. Our Identity Management and Open Source solutions have solved countless challenges across multiple industries. So what do we know about healthcare?



Novell has a dedicated team with decades of experience in the healthcare industry, many with experience in positions where you currently sit. This team was built specifically to help you meet your unique challenges. The value to you is that our healthcare solutions are all built on the foundation of Novell's award-winning, Identity Management technology. Isn't your identity with your financial institution, your child's school, your insurance company and even your pharmacy also important? Novell's proven identity management technologies have met unique challenges within each industry... including thousands of healthcare customers.



On top of the solid Identity Management foundation are solutions built specifically for the unique challenges and workflow in healthcare:

- Quick login/logout on multi-user workstations
- One user ID, one password, one login providing access to all systems
- Secure access anytime, anywhere, on any device
- Central management of user auditing
- Cross platform support for fat/thin client, mainframe, Web and Citrix-delivered applications
- Three-tiered identity providing access based on who you are, your location, and the device from which you are accessing
- Fast patient switching, providing a single patient view that crosses multiple systems
- Remote management of user workstations and devices... and user password self-service!

Solutions built just for healthcare, not only by a team of healthcare experts, but together with physicians and other clinicians. Solutions built on a rock-solid, award-winning, proven foundation.

Novell Knows Healthcare.

DON'T YOU KNOW

I can't remember all these
IDs and passwords?



Novell Knows... Identity Management

One Username, Password and Identity Across Multiple Systems

In the highly complex IT infrastructure of most healthcare organizations, information and resources are usually controlled by multiple authoritative sources, creating an access maze of user identities that wastes time, energy and resources.

That's why we've streamlined the process to provide immediate, unencumbered access to the myriad of applications, databases, information and resources critical to the prompt delivery of quality healthcare. Now, every user, whether it be an employee, physician, contractor or even your mobile nursing pool, can have a single, unique identity that provides integrated entry from any location to all the systems necessary to do his or her job.

Save Time, Save Money

Without identity management and integration, every time a user is added to the system or has a change in information, someone, often the IT department, must manually enter the information separately into all the appropriate systems, a process that can take days or even weeks, depending on the number of systems. When a user leaves or is terminated, the process must be reversed, with lingering issues until the removal is complete.

Start asking questions in your organization: How long does it take for a new employee to receive access to the information and systems they need to do their job? How long after employment has ended does it take for that former employee to lose access? And what about physicians that lose their privileges? Or contractors working on projects for a limited period of time?

Novell Security and Identity Management solutions link all the locations of user identities scattered across your IT infrastructure into a single location, which automatically creates, updates, deletes and manages individual identities throughout your entire network. The automation of this costly, time-consuming manual task produces immediate and significant savings of time and money, while automating enforcement of HIPAA Security Policies, to help reduce compliance costs.

In addition, providing fast, easy access from any location to all the resources and information needed by clinicians, administrators, patients or business partners means more day-to-day efficiency, positively impacting the delivery of patient care. More savings; better service.

Integrate with Existing Systems

In most cases, Novell can deliver these capabilities within the framework of your existing systems without forcing you to change the way you do business. Our systems are designed to add to, and work flawlessly with, the technology you already have in place. Novell solutions take what you have and make it work more efficiently.

Agility a Key to Success

Identity management is a major step in enterprise agility—a key component in business success. By unifying identity across resource and location barriers, Novell Identity Management and Integration solutions help enterprises gain control of identity while leveraging existing investments and proven business processes—an important step in establishing a flexible technology foundation that can securely deliver the right information to the people who need it.



"We needed a way to automate the management and consolidation of multiple identities from multiple databases, across multiple applications. Novell offered the best solution to help us toward our goal of single sign-on to all applications."

Everything we do in healthcare is important, but security is imperative. By ensuring proper access to resources, Novell gives us the ability to better comply with regulations by protecting the confidentiality of patient information."

Michael Kramer
*Assistant Executive Director
of Information Systems
Scott & White*

DON'T YOU KNOW

I have enough to remember?



Novell Knows... Single Sign-On and Password Management

Plagued with Passwords?

Multiple applications, dozens of databases, and a myriad of additional resources means passwords—lots of them. Multiple logins and passwords are increasingly hard to remember. When users can't remember their passwords, they resort to writing them down or creating weak passwords—which is a security risk. They additionally call the IT help desk for assistance, placing a burden on IT staff and resources. Multiple passwords are a hassle for users and IT. How can you resolve the password plague? With Novell Single Sign-On.

Powerful Combination

Novell password management solutions combine powerful components: client-based single sign-on (SSO), self-service password reset and synchronization, and federated authentication. This powerhouse group of solutions simplifies the use and management of passwords to improve the user interface, increase security, streamline the access process and lower administrative and support costs.

Easy Access,

Increased Productivity With Novell's Single Sign-On solution, known as SecureLogin, users need only remember an initial network login password and user ID, which provides them access to all the systems to which they are authorized. This initial network login is used to authenticate the system's directory and the user's credential store. SecureLogin does the work, managing a unique set of credentials for each application and each user, and retrieving individual application and resource usernames and passwords automatically as required.

Productivity is increased with SecureLogin because your users no longer need to physically enter repetitive usernames and passwords; their calls to the IT help desk for lost or forgotten words are virtually eliminated. One logon and it's done, saving time, money and hassle.

Easy Password Reset

Even when the user's password is forgotten, he can securely reset his own password, without IT or administrative intervention. Having a self-service reset capability reduces the time wasted on forgotten passwords for both the user and the IT staff—another savings in time and money.

Security Plus

In addition, Novell password management solutions boost system security by:

- *Enforcing strong password policies*
- *Facilitating immediate revocation of access when necessary*
- *Reducing the number of passwords for users*
- *Preventing unauthorized access with auto lock-down on idle workstations*
- *Securely logging all actions performed by the user for later reference*

Seamless, Cost-Effective Efficiency

SecureLogin is a cost-effective tool that integrates seamlessly into your environment to provide secure credential management and data protection, efficient centralized administration, and a rapid return on investment.

SecureLogin - Fast. Easy. Secure.

DON'T YOU KNOW

I need to log in and out very quickly and securely,
once, with one ID, using my badge, anytime,
from anywhere, on any device
and be able to access everything I need?



Novell Knows... Fast, Secure Access to Information

Flexibility. Interoperability. Efficiency.

More applications, more privacy and security policies and increasingly complex electronic data requirements of the healthcare industry have positively impacted the industry in terms of reducing medical errors and providing higher quality patient care. But, these advances have forced doctors, clinicians and other caregivers to spend more time juggling application accessibility, complying with security and privacy issues and remembering long lists of passwords and IDs—with less time focused on patient care.

Novell Clinical Workstation

Novell Clinical Workstation simplifies the complexity of technology by providing a flexible framework that can be configured to efficiently accept a wide range of platforms and software. This solution ensures secure, role-, location-, and device-based access, and is based on common industry standards that enable portability across multiple platforms, integration with a wide variety of applications, and consistency for development and reuse.

The flexibility of this framework allows for integration into your current portal, a portal you may be considering, or one that Novell can provide for you. This allows your organization to:

- *Leverage your current infrastructure, instead of replacing it, by offering true platform independence*
- *Protect vital systems and minimize risk by strengthening the control of access to corporate resources*
- *Provide true, cross-platform interoperability & portability across a wide variety of platforms*

The Right Information to the Right People at the Right Place and the Right Time

By leveraging Novell's own industry-leading Identity Management technologies and integration tools to effectively connect a multitude of clinical applications and back-

end systems, Novell Clinical Workstation delivers key features, including:

- *Quick login/logout – measured in minimal seconds, not valuable minutes*
- *Single Sign-On to most target applications*
- *Integration of strong authentication (biometrics and proximity)*
- *Cross-platform support for mainframe, fat/thin client, Web and Citrix-delivered applications*
- *Support for a variety of devices, such as wireless, handheld, PCs and laptops*
- *Personalized Web-based desktop environment for secure, remote, anytime/anywhere access*
- *Incorporation of Context Management (CCOW) for fast, consistent patient identification across multiple applications, improved clinician ease of use and patient safety*
- *Centralized management of passwords, user IDs and self-service password management*
- *Centralized management of user auditing for real-time monitoring and logging*

Secure. Private. Trackable for Compliance.

Novell Clinical Workstation also combines security measures with an audit trail to ensure patient privacy and HIPAA compliance. The audit log, down to the patient context level, provides you with an auditable, application-neutral, highly scalable, consolidated record of user activity. Every access is documented, traceable, provable and secure.

Fast. Simple. Accurate. Secure.

Novell Clinical Workstation puts it all together in a neat package—fast, simple, accurate and secure. For the medical professional, it's getting patient information faster and easier. For the healthcare organization, it's managing the system, ensuring privacy protection, and meeting regulatory compliance requirements.

Novell Clinical Workstation – making technology work for the people who use it.



“We reviewed the market, but Novell came to us with a comprehensive suite of products. We didn't have to look elsewhere to get a complete solution.

At the end of the day, we're a hospital and technology should not be daunting for people who are hands-on patient care givers.”

Steve Banyai
CIO
Bridgepoint Health

DON'T YOU KNOW

'closed' doesn't apply in healthcare?
 we can't manage all these IDs?
 I need access 24x7 to everything I support?
 our helpdesk does more than reset passwords?
 I have to figure out a way to tie all these clinical systems together?



Novell Knows... The Needs of IT in Healthcare

Managing Resources, Simplifying Complexity, Reducing Costs

As your IT infrastructure grows more complicated and difficult to control, resource management costs have skyrocketed and too much time is spent by IT professionals simply trying to keep the entire system functioning. The IT department is expected to support growing numbers of users and systems, manage a diverse infrastructure that includes servers, desktops, laptops and handhelds, make it functional across all popular operating environments, provide wireless and remote access, secure the environment, tie together multiple clinical applications and deliver high-quality service with minimal resources.

We understand these challenges, and Novell delivers viable solutions to efficiently manage your disparate resources, simplify infrastructure complexity and reduce overall IT costs.

Comprehensive Solutions

Novell Resource Management is comprehensive, providing the tools your organization needs to manage the complex healthcare environment. It consolidates and automates the management of diverse IT resources by implementing Policy-Driven Automation and integrating award-winning Novell ZENworks technologies. ZENworks reduces and controls management costs, reduces skill requirements and optimizes existing IT resources.

Benefits of Novell Resource Management

- *Increasing the efficiency of managing in-place clinical and administrative systems and processes through automation and elimination of redundant activities*
- *Providing technical safeguards to support security policies that protect IT resources, multiple devices and application access*

- *Extending the security, manageability and availability of your IT resources beyond the confines of the clinical environment, offices and your entire organization, at a lower cost*
- *Transforming the planning and orchestration of resource delivery and management, permitting quicker response to new business demands*

Manageable Consolidation of Resources

Policy-Driven Automation enables your organization to manage diverse IT infrastructure resources as a single unit by specifying interactions required among and within systems and expanding capabilities beyond the functionality that currently resides within individual IT products and clinical systems. Policy-Driven Automation eliminates many manual, redundant tasks resulting in higher productivity and fewer help desk calls. Administrators define policies once for enforcement across all systems. Each user, application, service or device has a single identity that establishes roles, preferences, requirements and priority. Through established policies, each identity is recognized and automatically provided with the appropriate application or service.

Powerful, Proven Management Systems

The Novell. ZENworks. Suite adds more power to the Resource Management solution with proven, cross-platform and in-depth Linux software management capabilities, in addition to desktop, patch, server, handheld and data management capabilities. ZENworks Asset Management consolidates all inventory data and provides a complete, accurate view of IT assets, usage and license information. Resource Integrity capabilities centralize and automate application management and delivery, keeping systems secure and up-to-date...automatically.



“With Novell, we spend less time on administration and user issues and more time on technologies that give us competitive advantage and improve patient care. If we spent all our time managing our network and troubleshooting, it would be hard to look toward the future. I can't even think of running an IT shop without Novell and the amount of support and staff we would need with any other solution.”

Dan Tesenair
 Senior Network Engineer
 Health First

DON'T YOU KNOW

I need to know who accessed
what, when, where,
and what they did with it?



Novell Knows... Audit and Context Management

Privacy and Accountability

The Health Insurance Portability and Accountability Act of 1996, HIPAA, has brought patient privacy to the forefront of healthcare. Managing the myriad of patient documents and medical records, and maintaining the privacy of those records, is an everyday activity that takes time away from caring for patients. Securing that information is not only critical, but a patient right.

That's why Novell has developed systems to manage the process of patient confidentiality. These systems work for both the clinician, who needs fast access to patient information, and the administrator, who is charged with compliance, by making accessing information easy and trackable.

Secure Information, Trackable Access

Novell Audit provides a log of every access into and out of the network.

To track patient record level access, Novell has partnered with Carefx to integrate the log files of patient information into Novell Audit. Each time a user logs in to access patient information, that access is documented in an audit trail. By managing access to patient records to only those authorized by role and necessity, and by accurately documenting every user's access to those private patient records, Novell and Carefx provide the security required for regulatory compliance and the documentation to justify it. Tired of auditing access to patient information from multiple locations? Novell resolves this for you—one location, full audit, multiple systems.

Fluid Patient Information Access

Patient records are frequently stored in disparate healthcare applications. Access to necessary information can often be time-consuming and frustrating, especially for the clinician providing care. The vendor independent, industry standard called CCOW,

Clinical Context Object Workgroup, provides a method for linking and synchronizing separate enabled healthcare applications so that each application automatically and seamlessly refers to the same user, patient, action, test or event within a patient record. These standards provide a platform upon which our partner, Carefx, has built solutions that apply state-of-the-art technology to existing information systems. Both CCOW enabled, and non-CCOW enabled applications, via scripting, allow users to access their patient in multiple applications seamlessly, drastically reducing access and search time for the clinician. With the ability to script into those non-CCOW enabled applications, it provides for a high level of flexibility when purchasing new applications. IT can additionally leverage existing technology without major re-investments.

CCOW technology has benefits for both the clinical user as well as for the IT department. For the clinical user, CCOW allows for rapid access to patient data, and with a unified workflow of information, these users can find their patient in multiple systems, quickly and easily. Carefx even has the internal capabilities to script to non-CCOW enabled applications, providing IT with a high level of flexibility for purchasing new applications. IT can additionally leverage existing technology without major re-investments.

Secure, Trackable, Manageable

Patient information, private and secure. User tracking with a non-repudiable audit trail. A unified workflow of patient information to the users who need it most. Regulatory compliance made easier and patient data management smoother—all with Novell and Carefx technologies.



“Without Novell and Carefx, we would have had to work with multiple vendors to get a complete solution. We incorporated identity and context management capabilities that are essential for us to provide secure and timely access to patient information.”

Pete Mardesich

Senior Business Analyst
Legacy Health System

DON'T YOU KNOW

I need some help getting started?



Novell Knows... Strategic Healthcare Workshops

Planning for Success

Novell knows that planning is the key to success for every client, and we work side-by-side with you every step of the way. Our Strategic Healthcare Workshops are designed to discover your needs, help educate, assess your current status and infrastructure and plan a solution to fit your individual situation.

A typical Workshop is a four-hour session, but can be shorter or longer depending on your project priorities, number of participants and geographic locations. Workshop participants are usually comprised of senior management, business function managers, IT/network managers, potential end users and any others with a vested interest in the system or whose resources are necessary to support the project.

During the Workshop, specific objectives to be accomplished include:

- *Discuss and identify your needs*
- *Achieve consensus on your vision, mission, goals and objectives*
- *Discuss potential solutions with senior management and business function managers*
- *Help level set and educate key stakeholders on best practices*
- *Identify key business opportunities for solutions*
- *Identify project-related risks, constraints and assumptions*
- *Achieve consensus on the priority of high level services the project will provide in terms of business processes, organizations, locations, applications, data and technologies*
- *Validate potential solutions and decision criteria in order to complete the technology evaluation phase and launch the project*
- *Identify participants for subsequent activities*
- *Provide the basis for estimating and scheduling subsequent phases*

We're Here to Help, Every Step of the Way

Our goal for the Strategic Healthcare Workshop is to help you analyze and understand your current status, assess your strengths and weaknesses, determine your goals for your organization, drive toward team consensus, create an actionable roadmap, and finally, create a plan for accomplishing your goals. Once a plan is made, we'll be here, working with you to implement that plan and ensuring we reach your goals together.

Strategic Healthcare Workshops—the strategy for success.

Novell Consulting, Training and Technical Services

Whether your implementation or initiative requires strategic project management, IT consulting, training, technical support or managed services, Novell is here to help ensure you meet your business objectives while delivering the highest possible return on investment.

DON'T YOU KNOW

people's lives depend on the information that resides on my infrastructure platform?



Novell Knows... The SUSE Linux Platform

Systems for the Future

Linux is the fastest growing operating system today. Customers around the world are replacing their Windows and UNIX operating systems with Linux to realize improvements in performance, scalability and flexibility—at a lower total cost of ownership. With Linux, your IT infrastructure can rapidly adjust to your changing business. SUSE Linux Enterprise Server is the flagship Linux offering from Novell. Built on the 2.6 kernel, SUSE Linux empowers businesses to leverage Linux and open source by delivering a scalable, high-performance foundation for secure enterprise computing. In addition, Novell offers the only complete enterprise software ecosystem for Linux—including value-added security, networking and management software, as well as the consulting services, tech support, training and partner ecosystem that companies expect from an enterprise-class software vendor.

SUSE Linux

SUSE Linux Enterprise Server provides comprehensive functionality to power today's networks and meet user demands in a scalable, high-performance foundation for secure enterprise computing. The system is built for reliability and supports a broad range of hardware platforms and leading software applications that empower businesses to leverage Linux and open source for edge infrastructure, application hosting, and enterprise databases.

A Reliable High-Performance Platform

With the demand for complex enterprise systems to perform 24/7 as well as to adapt to ever-changing user demands, businesses can confidently support mission-critical applications and ensure minimal downtime with SUSE Linux Enterprise Server because the system:

- *Delivers the first enterprise-class Linux server built on the powerful Linux 2.6 kernel*
- *Features advanced I/O schedulers for quick application tuning*
- *Offers support for the latest hardware and advanced network storage and connec-*

tivity features for redundancy across peripherals and the network

- *Supports clustering for automatic failover*
- *Provides Hotplug services for hardware change without system disruption*

High-Level Security

SUSE Linux Enterprise Server has achieved the highest level of security and operations certification ever achieved in the Linux market—Common Criteria Evaluation Assurance Level (EAL) 4+—because of specific features like these:

- *Rich user management, authentication and access control*
- *Support for encrypted file systems*
- *Easy-to-use certificate authority and management*
- *Virtual private networking*
- *Integrated firewall and proxy services*
- *Automated monitoring and intruder detection*

Lower IT Management Costs

With the unique management features and open management capabilities of SUSE Linux, you can easily install, deploy, configure, secure, update and maintain Linux servers anywhere on your enterprise networks—significantly reducing IT management costs.

Why Novell for Linux?

Novell has a proven track record for exceeding expectations and for delivering products and solutions that simplify and manage even the most complex infrastructures, saving enterprises time and money. Our commitment to open source, combined with our expertise in Linux integration, can help businesses of all sizes deploy Linux quickly and confidently, backed by full technical support, training, consulting, indemnification and an extended partner network.

At Novell, we know SUSE Linux – and we're committed to making it work for you.



“Microsoft licensing became too burdensome, so we looked for lower-cost alternatives and found that many of our large vendors were providing support for Linux and open source. As we purchase new software, we look for vendors who run on Linux. Eventually, we would like to run our entire organization on Linux.

Novell's support for Linux has been excellent. We've now moved from a hypothetical idea to a mission-critical platform in our organization.”

Eric Leader
Chief Technology Architect
Catholic Healthcare West

www.novell.com/healthcare

We Know...

- *Clinical Workstation*
- *Identity Management*
- *Secure Single Sign-On*
- *Audit and Reporting*
- *Context Management (CCOW)*
- *Desktop and Server Management*
- *Strategic Healthcare Workshops*
- *SUSE Linux Platform*



Contact your local Novell Solutions Provider, or call Novell at:

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