

AirWatch Enables Intermountain Healthcare to Provide Personalized Patient Care

The Client

Intermountain Healthcare is an internationally recognized, nonprofit health system comprised of 22 hospitals and a medical group with more than 185 physician clinics. It also offers health insurance plans from SelectHealth.

Intermountain's 34,000 employees serve patients and plan members in Utah and southeastern Idaho. Whether patients need a flu vaccination or the latest in cancer treatment, Intermountain offers a full range of services, from urgent care to home care, to the region's most advanced trauma centers. Providing excellent care of the highest quality at an affordable cost is at the heart of Intermountain Healthcare's mission.

The Challenge

Intermountain made the decision to go mobile to foster innovation and enhance employee productivity across the organization. Deploying mobile devices would also enable medical professionals to provide patients with the best quality healthcare available. As a healthcare organization, Intermountain is required to follow HIPAA and other regulations, so selecting an enterprise mobility management (EMM) solution to keep devices compliant and sensitive information secure was a top priority.

As an initial step toward implementing a companywide mobile strategy, Intermountain's enterprise architecture team vetted several vendors, based on their placement in the Gartner Magic Quadrant for Enterprise Mobility Management report. Securing data and remaining compliant with regulations were at the top of the IT team's list when it came to selecting an EMM provider. "We were planning for a large deployment, so we sought a solution that streamlined device management. AirWatch offers the ability to centrally manage devices across multiple platforms, distribute internal and external apps, enable bring your own device (BYOD), and prevent devices with unapproved operating systems from connecting to Intermountain resources," said Gordon Smith, supervisor, client hardware engineering and mobile at Intermountain Healthcare. "We selected AirWatch after carefully considering the technical, security and management capabilities of its solution."



Solution Overview

- Client: Intermountain Healthcare
- Industry: Healthcare
- Geography: North America
- Features: BYOD, Workspace, MDM, MAM, SCL
- Devices: 5,000 – 10,000



The Solution

Intermountain's mobile fleet is comprised of more than 5,000 company-owned devices – a mix of Android, iOS, Windows Mobile and Windows Phone 8 devices. Employees were quick to participate in the BYOD program, which includes 1,600 devices. Smith and his team, along with the client field service team, provisioned and deployed the devices to executives, managers, support teams and doctors in four months. These end users rely on mobile devices to access email, calendar, contacts and applications to stay connected. "AirWatch provides Intermountain with the ability to manage devices centrally, perform enterprise and device wipes, and push applications and content," explained Smith.

Intermountain took its mobility strategy a step further by replacing traditional flight bags with lightweight iPads in its fleet of Life Flight aircrafts. The four helicopters and three fixed-wing planes serve as a mobile intensive care unit, bringing highly specialized emergency equipment and medical personnel to critically ill or injured patients in remote areas and accident scenes. The iPads are equipped with AirWatch[®] Secure Content Locker[®], which is used to store documents, videos and aircraft manuals. "We have been using AirWatch and AirWatch Secure Content Locker for about a year. We can easily move documents in (or out) of a folder within our shared network and see the immediate associated change within the content locker on each iPad. We know that as long as the documentation is current within a single, controlled folder, then it will be current on all iPads. It is a simple matter for our pilots to select and view the documents they want to see," said Kent Johnson, chief pilot for Life Flight. "While we're still learning about AirWatch, it appears it will surpass the expectations of Life Flight in providing an excellent tool for managing our mobile devices."

Up Next

Intermountain is beginning to deploy AirWatch Secure Content Locker to a broader user group, which will enable the IT team to push documents and use document tracking. Smith also looks forward to using the Apple Device Enrollment Program when Intermountain upgrades to AirWatch version 7.1.

"Intermountain selected AirWatch as its MDM provider after carefully considering the technical, security and management capabilities of its solution."

– **Gordon Smith**
Supervisor, Client Hardware Engineering and Mobile, Intermountain Healthcare

