

# ICare Migrates to AWS Workspaces for Enhanced Desktop Management, Security, and Compliance

## Overview

ICare Health Solutions, a leading industry player in health benefits administration and eye care technology, recently integrated AWS Workspace Virtual Desktops across their organization. This move streamlined their business practices, bolstered security, reliability, and flexibility for patient and employee operations. Guided by Atayo Group, an AWS Advanced Consulting Partner, the migration was efficiently executed, positioning ICare Health Solutions at the forefront of innovation in the eye care sector. With this advanced technological implementation, ICare Health Solutions enhances productivity, patient care, and data security, solidifying their commitment to excellence in healthcare.

## Exploring VDI: Initial Challenges

As security and reliability becomes an increased focus for businesses in the health care industry, more developed and thoughtful models must be explored. ICare Health Solutions utilized a virtual desktop model on the Citrix platform, but concerns over increased latency impacting patient interactions and security with critical client information brought the ICare team to explore an improved model utilizing Amazon Workspaces. The solution was to migrate to AWS Workspaces, which is a cloud native VDI platform that offers superior reliability, performance, and cost savings compared to Citrix.

With a complex network of applications and industry compliance requirements, the AWS Workspace model was able to support business needs and create a more scalable and reliable virtual desktop model. Previous storage concerns with patient information saved to machines across store fronts and offices made each personal device a potential risk. Deploying secure Workspaces across their business made it possible to store information within the AWS Cloud with the level of security and compliance easing concerns and allowing ICare to focus on their core business rather than security and performance issues.



## Challenges

- HITRUST and HIPAA Compliance Requirements
- Rapid need to on-board users through large acquisitions
- USB device security concerns
- VDI Scalability and Cost of existing Citrix environment
- Disparate End User Compute experiences

## AWS Workspaces Solution

- Secure private VPC Workspaces deployment
- AWS Control Tower enforcing EUC network, security and compliance baseline
- FSLogix supporting seamless user experience
- Primary Services used: Workspaces, AD Connectors, KMS, AWS Network Firewall, and Control Tower

By reducing TCO, the reliable and secure environment of AWS services provided a solution to a complex set of issues in one fell swoop.

## Solution

iCare Health successfully migrated to AWS Workspaces by leveraging essential AWS services: AWS VPC, Network Firewall, KMS, IAM, AWS Directory Service, and CloudTrail. The prior adoption of AWS also played a vital role in the transition's success. AWS Workspaces provided a fully managed virtual desktop environment, reducing operational burden and cutting costs. Integration with AWS IAM enabled precise access controls, centralized user permission management, and enhanced security. AWS Directory Services facilitated smooth integration with Microsoft Active Directory for simplified user authentication and a seamless user experience using FSLogix.

Centralized identity management and MFA using DUO were employed for virtual desktops, AWS Network Firewall, and AD integrations to enforce necessary network and security boundaries. Due to the complexity and criticality of iCare Health's operations, AWS Workspaces' ability to host required applications and software was a crucial step in the migration process. The scalability and reliability of the AWS Workspace environment improved system performance with a more cost-effective approach.

Moreover, AWS VPC and Workspace certificates ensured secure, encrypted in-transit communication between AWS services and on-premises resources, enhancing data protection. The implementation of AWS Key Management Service (KMS) provided robust encryption, safeguarding data at-rest on deployed desktops.

## Atayo Cloud Services

ATAYO Cloud Services, a reputable AWS Consulting Partner, is your go-to resource for comprehensive cloud adoption strategies and technology solutions. Our specialization spans Migrations, Microsoft Workloads, AWS Landing Zones, DevOps, Disaster Recovery, and Cloud Virtual Desktop Infrastructure (VDI). From seamless transitions to operational excellence, we guide you every step of the way, ensuring your business harnesses the full potential of the cloud. Unleash the possibilities of cloud innovation with ATAYO at [www.atayogroup.com](http://www.atayogroup.com).

*"AWS Workspaces, has improved our ability to support the rapid scale of the organization with improved security and stability as compared to our previous Citrix deployment."*

**John Merrell**

Sr. Director IT at iCare Health Solutions

## Results & Benefits

The AWS Workspace model presents a host of benefits, prominently among them being the availability of a managed service option. This stands in stark contrast to iCare's previous Citrix environment, which demanded a team of skilled professionals to oversee the VDI infrastructure. By transitioning to AWS Workspaces, iCare now enjoys a fully managed service that translates to significant savings in time, personnel, and overall business costs.

With the foundation of crucial AWS services, iCare Health now boasts a secure, managed, and scalable virtual desktop environment, effectively catering to the intricate demands of the healthcare industry. AWS's robust security features instill confidence that sensitive patient data remains well-protected, meeting the stringent requirements of data security and compliance in the healthcare space. Furthermore, the scalability of AWS Workspaces empowers iCare to expand and adjust its virtual desktop infrastructure effortlessly, ensuring it can efficiently accommodate the evolving needs of its operations elevating their technological capabilities reinforcing its commitment to delivering top-notch healthcare services.