



RAS Data Sheet | Parallels Remote Application Server

MOM Technology: Pursuing security and efficiency using Parallels® Remote Application Server and opening new frontiers by building systems for mobile health checkups/ medical care

Organization

MOM Technology Co., Ltd. (MOMTEC) is a company committed to building IT applications and solutions for the medical and healthcare industries. Headquartered in Tokyo, MOMTEC operates offices in Osaka, Fukuoka, Oita, and Kumamoto, and has diversified its strengths over the years to include other services such as system consulting and system integration.

Most medical institutions in Japan today have yet to introduce IT systems, relying instead on mostly paper-based processes and manual workflows. Yuichi Yamaji, president of MOMTEC, explains, “Previously in Japan, all medical records had to be handwritten. However, from 1999, electronic storage (electronic health records) was approved. As a result, MOMTEC started to provide software packages for electronic health records.”

However, adoption and implementation of digital technology has been slow. Many healthcare providers still run on Windows® 7 systems, and some even on Windows XP. As a result, there is always a sense of uncertainty regarding consistency and stability of the systems among medical personnel in the workplace.

While Microsoft® is improving the response speed, the reality is that an improvement in speed is not enough to meet the needs of the medical workplace. Therefore, MOMTEC has made responding to such needs its top priority from the system building phase and strives to provide flexible solutions compatible even with older operating systems.

“We judged Parallels Remote Application Server to be slightly superior in terms of overall security, ease of introduction, and running costs. Initially, we had reservations about problems arising in the operations aspect, but absolutely everything went very smoothly.”

-Norishige Fujita, Executive Manager, System Integration Division, East Japan Branch, MOM Technology Co., Ltd.

Problem: How to meet the IT needs of out-of-hospital medical care/health checkups in the medical workplace

One of the most significant drawback of existing IT systems used by Japanese healthcare providers was the lack of mobile support for out-of-hospital medical care and health checkups.

Currently, attending medical personnel would physically transport the PC containing personal information wherever they went. Not only was this a significant disadvantage from a security point of view, but it also entailed the highly cumbersome and time consuming process of saving the necessary data in the PC by the day before such information needed to be utilized, lowering the productivity and efficiency of the staff.

To complicate matters, medical centers and healthcare providers find it a challenge to implement mobility strategies due to varying degrees of IT maturity. Any potential mobility solution under consideration must support a wide spread of operating systems and mobile platforms, including several versions of Microsoft Windows, Apple iOS, and Android.

With the growing importance of mobile devices in the workplace, MOMTEC identified enterprise mobility as a key area of business growth and launched a development project to design a new mobile IT system for medical institutions aimed at solving these challenges.

A key requirement of this new mobile IT system was an environment where centrally stored applications and data can be safely and securely accessed from remote locations through multiple operating systems, including older ones such as Windows 7 and Windows XP. Mobile health checkup buses, for example, need to be equipped with a mechanism for safely accessing patients' personal information, including medical records.

As such, MOMTEC streamlined the operations using a separate server environment, and reviewed the solutions for minimizing risks such as data loss. According to Norishige Fujita, Executive Manager, System Integration Division, East Japan branch, the company had initially considered the miniature appliance server “beat-box” by Fuji Xerox, and Citrix Systems’ products, eventually eliminating the latter from the study due to the high cost.

Solution: Security, usability, and running costs are the deciding factors for introduction of Parallels Remote Application Server

After exhaustive deliberations, the company ultimately selected Parallels Remote Application Server (RAS) as the foundation of its new mobile IT offering.

“We judged Parallels Remote Application Server to be slightly superior in terms of overall security, ease of introduction, and running costs,” Fujita said.

With Parallels RAS, medical practitioners can easily access medical applications such as EMR, earnings cycle management solution, and image viewer from outside the hospital on almost any device they choose, improving their efficiency and productivity while they are on the move.

Moreover, security is also ensured as all applications and data are stored on a secure server and transmitted over a private and encrypted network, minimizing the risks of data leaks or security breaches.

Last but not least, the solution was very cost effective, as IT departments in medical institutions will not have to purchase new devices or new operating systems to bring mobility to their employees. Parallels RAS simply “just works”, and can be set up to work immediately with existing systems in under 30 minutes.

The solution took approximately one year to engineer since compatibility with Windows XP or Windows 7 was necessary. However, no major issues arose during the work itself and progress was smooth. Fujita noted in retrospect, “In system testing, the application system was built on Parallels Remote Application Server, and the connection was tested from out-of-hospital locations, such as outdoors or on the road, making it easy to conduct testing. For this reason, we did not face any particular hardship.”

MOMTEC launched Parallels RAS as a managed solution recently, anticipating the important role it would play in supporting older operating system versions in medical institutions, such as Windows 8 and Windows 7, and a wide range of devices, including the Apple iPad®.

After the setup of Parallels Remote Application Server was complete, there were no signs of any problems and operation was extremely smooth. “It is just such an easy product to use. We are also extremely satisfied with the desktop virtualization function. Initially, we had reservations about problems arising in the operations aspect, but absolutely everything went very smoothly,” Fujita said.

Once the solution was implemented, MOMTEC has signed on customers rapidly, with dozens more indicating interest in piloting the solution in their organization.

Business Summary

MOM Technology Co., Ltd (MOMTEC) was established in March 2001, and specializes in building information systems specifically for the medical field. To drive the adoption of enterprise mobility in the industry, MOMTEC began building a system that would address a major problem faced by the medical industry by enabling various software located within the hospital to be safely accessed from outside (in mobile health checkup buses, for example). A highly secure environment was needed to exchange patients’ personal information via a network.

Solution Summary

After narrowing down the candidates and reviewing various factors, including overall security, ease of introduction, and running costs, the company decided to use Parallels Remote Application Server, which it found to be comprehensively superior compared to other companies’ products.

Advantages Summary

Various medical applications and patient data can now be easily accessed securely from outside the hospital, eliminating the need for attending medical personnel to carry a PC between the workplace and hospital. The new system also allowed operating costs to be greatly reduced in a highly secure environment. Parallels Remote Application Server also supports older OS versions, such as Windows 7 and Windows XP, that are still being used in Japan’s medical industry, and ultimately, it is seen as a system that perfectly meets the needs of the medical workplace.