# ✚ Rescue

# SUCCESS STORY: TUFTS MEDICINE

**Tufts**Medicine

Tufts Medicine is a leading integrated health system bringing together the best of academic and community healthcare to deliver exceptional, connected and accessible care experiences to consumers across Massachusetts. Comprised of Tufts Medical Center, Lowell General Hospital, MelroseWakefield Hospital, Lawrence Memorial Hospital of Medford, an expansive home care network and a large integrated physician network. Tufts Medicine provides more than 1.5 million patient experiences per year.

## Challenge

As Eastern Massachusetts' leading health system, providing the highest level of care in the most convenient, accessible way possible is Tufts Medicine's mission. And ensuring that the organization's 18,000 employees have access to the information and resources they need via the company's IT and network infrastructure is key to Tufts' ability to provide stellar service. But the organization's previous IT support product fell short while introducing security concerns.

"From an information security standpoint, our previous product was literally one of the highest-risk installations in our enterprise — and employees weren't exactly thrilled with it either," said Tim Lanza, Director of Identity, Access, and Governance at Tufts Medicine. "We wanted to shift to a cloud-based system that would allow us to alleviate those security risks while giving us the flexibility to better assist users who were working remotely. Our previous solution didn't extend to remote staff, so it was tough to support them."

## Solution

When it came time to adopt a different solution, Tufts' information security team knew exactly what it wanted: GoTo Rescue. "We had to execute very quickly, so we did some research, and it became clear that GoTo was the best in class," said Andrew Duffy-Peter, Solutions Architect at Tufts Medicine. "We started talking with GoTo, and they were incredibly helpful during the go-live. With more than 18,000 employees, including
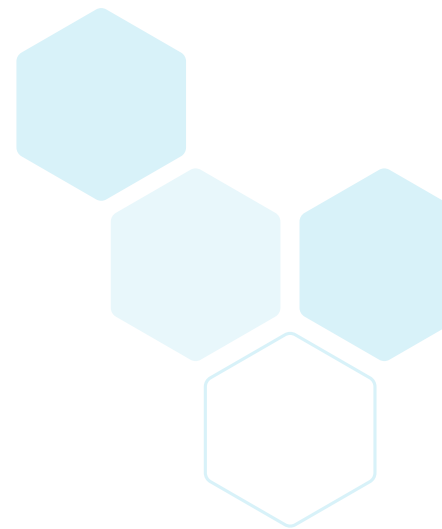
numerous technicians who needed administrative access, getting everyone up and running could've been challenging. To address this, we identified batches of people who needed access, and GoTo helped us quickly scale up — they helped us get over the initial hump."

"GoTo has been super simple to use, but it's also been very effective. We appreciate that our technicians — as long as they belong to the correct security group — can extend local admin access to an endpoint, do some troubleshooting or software installation, and ensure that access was removed when the tech logged off," said Lanza.

Tufts appreciates GoTo's admin flexibility and its ease of product customization. "The built-in camera sharing function is especially helpful. And the mobile component has been a game-changer. I was looking at a session report today, and Rescue mobile is used almost as much as Rescue desktop. Our support folks on the mobile side are using it a ton," said Duffy-Peter.

Reporting is another area where GoTo excels. "I wanted to take a look at our utilization, and boom, boom, I was easily able to pull two reports that told me everything I needed to know. It provided me with exactly the data I needed. I haven't had to do any custom reporting so far — Rescue's out-of-the-box reporting has been perfect," Duffy-Peter said.

Rescue's auditing gives the Tufts team confidence that technicians are conducting support in a way that meets the organization's stringent security requirements. "We want the user to be there and interact with the technician. We don't want technicians connecting to machines out of the blue, which happened with our old product. We had one situation where someone took control of a senior executive's machine with no prompt or anything, which was a big no-no, so GoTo covers us there," said Duffy-Peter.

Lanza added, "We're supporting our hospitals, and when somebody takes control of the endpoint without proper announcement and acceptance, there can be privacy issues and patient risks. For example, if a technician inadvertently selected the wrong device and the device was running an X-ray machine, that's both privacy and patient risk. We needed to solve for that, and GoTo has that built right in."

## Results

Since implementing Rescue, Tufts Medicine's IT team has been able to handle more support requests more quickly. "Rescue made it easy for us to bring on hundreds of people to serve as support during our rollout. Getting them trained up and functional was easy — I literally held a 30-minute class, and we wouldn't even go for the entire time, and I'd be able to get people fully trained on how to support folks. I trained 400 or 500 people over a few months — that was astounding compared to how long it took to train people

on our previous support software. Everybody picks it up right away," said Duffy-Peter.

GoTo has also reduced Tufts Medicine's costs. "When it comes to what it would cost us to provide the same level of support with another product, I can definitely say that GoTo costs significantly less. It's had a huge impact on the success of our IT projects," Duffy-Peter said.

GoTo made it easier for Tufts to effectively support remote workers. "Using our previous product, getting person A to connect to person B could be challenging because it was only designed for an on-premise implementation. We needed to be able to connect to anybody, anywhere, anytime, and GoTo gave us that capability. We merged four entities with ten different electronic medical record systems into a singular system, and GoTo played a critical role," said Lanza.

GoTo's flexibility gives Tufts Medicine the ability to scale as needed. "There's no administrative overhead or infrastructure overhead that holds us back from expanding or shrinking. If we needed to onboard 100 new support people to support a new module, I could have them onboarded and trained in two hours," Duffy-Peter explained.

The reception from the technicians was overwhelmingly positive. "When we told people we were going with GoTo, they were very enthusiastic — and since we moved to GoTo, that enthusiasm has stayed. I expected a lot from GoTo, and it's delivered a lot. It's a first-rate solution," Duffy-Peter said.

In the future, Tufts Medicine's IT team plans to integrate GoTo with ServiceNow digital workflow software, improving their efficiency even further. "We're building processes that make it easy for people to pull and update the data. Once we get the integration in place, we're anticipating even better numbers. That's one of the big places we think GoTo will be able to help with," Duffy-Peter concluded.

## "When it comes to what it would cost us to provide the same level of support with another product, I can definitely say that GoTo costs significantly less. It's had a huge impact on the success of our IT projects."

**Andrew Duffy-Peter**
Solutions Architect at Tufts Medicine

**GoTo**

**Rescue, built by GoTo.**
*Remote support made easy.*

**Need an intuitive, user-friendly remote support solution that meets your organization's stringent security requirements? GoTo can help. Visit goto.com to**

**Learn More**