# opentext™

## ET Innovations

**Industry**
- Healthcare

**Product**
- OpenText™ Exceed™ TurboX

**Challenges**
- Doctors have only 5 minutes per patient consultation
- Remote connectivity issues reduced time available for patient care

**Solution**
- Replaced open-source remote access tools with an enterprise-class solution
- Deployed to healthcare clients in less than two hours

**Results**

**95% improvement** in stability of remote connections

**Empowers clinicians** to spend more time with patients

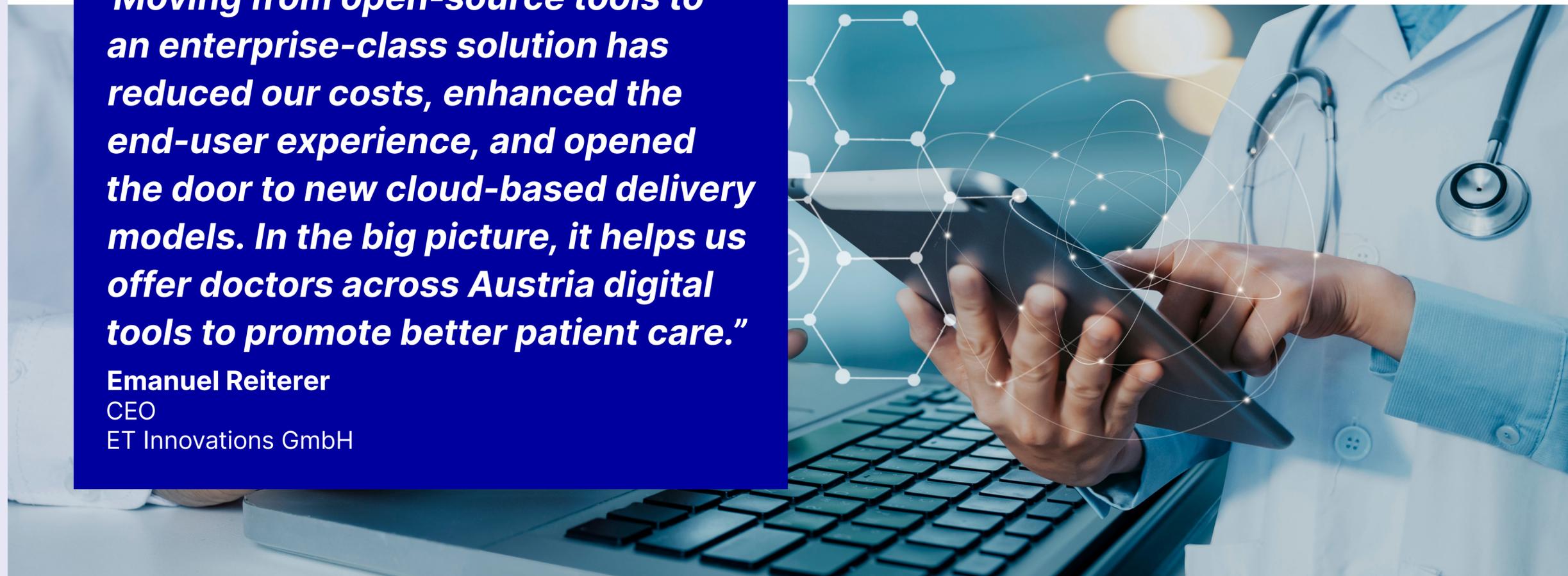**Boosts client satisfaction** and enables better care experiences

---

ET-Innovations

# ET Innovations GmbH empowers healthcare professionals across Austria to enhance patient experiences

## Healthcare information system developer boosts the stability of remote access to its software by 95% with OpenText™ Exceed™ TurboX

*"Moving from open-source tools to an enterprise-class solution has reduced our costs, enhanced the end-user experience, and opened the door to new cloud-based delivery models. In the big picture, it helps us offer doctors across Austria digital tools to promote better patient care."*

**Emanuel Reiterer**
CEO
ET Innovations GmbH

As Austria's population grows and ages, healthcare providers across the country are targeting ways to improve operational efficiency in an effort to enhance care experiences and outcomes. To empower providers to achieve these goals, ET Innovations GmbH offers ArztIS, an innovative healthcare information system (HIS) specifically designed for the needs of Austria's healthcare sector.

Emanuel Reiterer, CEO of ET Innovations GmbH, explains, *"ArztIS offers a wide range of capabilities for many different stakeholders, from general practitioners to internists to primary health care centers. The solution empowers clinicians in Austria to manage patient data effectively and securely, and exchange information with insurers and ELGA, our national health record system."*

ET Innovations continues to enhance ArztIS with new features to help patients take a more proactive role in their care and enable clinicians to meet new requirements triggered by the pandemic. For example, the solution now allows doctors to share test results with patients via a secure online portal, generate COVID-19 vaccination certificates and set up video meetings to facilitate remote patient consultations.

*"ArztIS runs on Linux, and we typically deploy the solution to on-premises servers located in each health center,"* Reiterer explains. *"To enable healthcare professionals to access the solution via their workstations, we used open-source Windows X Server (VcXsrv) remote access software to connect to the ArztIS server. To allow clinicians to access the solution from home, we used VNC Connect. However, as we added new functionality to ArztIS, this approach created significant user experience challenges."*

Healthcare providers using VcXsrv to access ArztIS frequently needed to restart their sessions when the system froze, stealing

valuable minutes from patient-facing services. To optimize the solution for remote access, the company could only offer a low-resolution, feature-restricted version of ArztIS to doctors using the solution at home.

*"Today, doctors in Austria have an average of just five minutes to spend on each patient consultation—and it's vital none of that time is wasted,"* says Reiterer. *"We looked for a way to deliver rock-solid stability and a high-quality experience for every ArztIS user."*

To help ensure seamless, secure remote access to ArztIS, ET Innovations selected OpenText™ Exceed™ TurboX—enabling the company to deliver frictionless user experiences for graphically demanding workloads via on-premises workstations and remote laptops.

## Proving the concept

*"As soon as we started our proof of concept for Exceed TurboX, we realized that it was exactly the solution we'd been looking for,"* comments Reiterer. *"OpenText connected us with an expert consultant, who worked closely with us to help configure the solution to deliver remote access for our end users. Within a matter of hours, we had the remote access solution up and running in a test environment, and we were very pleased with the level of performance and stability."*

Building on the success of the proof of concept, ET Innovations introduced the solution to one of its largest health center clients. Reiterer recalls, *"Exceed TurboX transformed our client's ArztIS experience practically overnight—they were delighted with the improvement in reliability."*

> *"Getting a new client set up with the OpenText remote access solution takes less than two hours, and after that we hardly ever need to touch it."*
>
> **Emanuel Reiterer**
> CEO
> ET Innovations GmbH

## Providing rock-solid stability

ET Innovations is now offering this new solution to all existing clients, and the company has made Exceed TurboX part of its recommended service offering for new prospects.

*"Getting a new client set up with the OpenText remote access solution takes less than two hours, and after that, we hardly ever need to touch it,"* adds Reiterer. *"On the rare occasions when maintenance is required, the web-based interface makes it easy to push out updates or modify configurations. If we ever have technical questions, we know we can count on OpenText to get us the answers we need quickly."*

## Bringing more capabilities to remote users

By switching to the solution, ET Innovations has also improved the experience for doctors who log into ArztIS from home. The company can now display the solution in the user's preferred screen resolution and offer additional capabilities that would previously have consumed too much network bandwidth.

*"Thanks to Exceed TurboX, we can provide clinicians working remotely with the same full-featured experience that they get when they use ArztIS on a workstation at their health center,"* explains Reiterer. *"Crucially, remote access is also far more stable, which contributes to a better experience for both patients and doctors."*

Today, 50 health centers across Austria have switched to the new remote access solution, ensuring smooth experiences to more than 250 end users. The OpenText solution has boosted stability by 95%, maximizing the time that clinicians can devote to patient care.

## Boosting satisfaction, reducing costs

*"We're continuing to onboard more of our clients to the OpenText solution, and we're confident that adoption will grow sharply in the years ahead,"* says Reiterer. *"The difference between accessing ArztIS via open-source tools compared to Exceed TurboX is like night and day. We're currently preparing to run a customer satisfaction survey, and we're confident that our score will increase significantly."*

Improved stability has also translated into reduced maintenance and support requirements for ET Innovations, cutting costs and freeing IT teams to focus on value-added services for clients. Reiterer confirms: *"We now have more time available to work on enhancements for our clients, such as deploying new ArztIS modules or optimizing their deployments. It's a win-win situation for ET Innovations and healthcare professionals."*

## Promoting better care experiences

Looking ahead, the company plans to extend its use of remote access to enable cloud-based deployments of ArztIS—offering clients the flexibility to eliminate the cost and complexity of managing on-premises infrastructure.

*"Exceed TurboX was very easy to integrate with our HIS solution,"* concludes Reiterer. *"Moving from open-source tools to an enterprise-class solution has reduced our costs, enhanced the end-user experience, and opened the door to new cloud-based delivery models. In the big picture, it helps us offer doctors across Austria digital tools to promote better patient care."*

### About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

**Customer stories** ⬏

**opentext.com/contact**

Twitter | LinkedIn