

5 Ways to Improve Healthcare DEX with Aternity Mobile

EBOOK



Table of Contents

Introduction

In today's healthcare landscape, clinicians rely on corporate owned mobile devices to aid in everything from patient record management to real-time communication. The efficiency of clinicians and the quality of patient care are directly impacted by the performance and reliability of mobile devices. However, monitoring these devices poses significant challenges, including ensuring optimal performance, maintaining security, and minimizing downtime. Real-time visibility into corporate-owned mobile devices is crucial for enhancing clinician efficiency and improving patient outcomes.

Aternity Mobile offers a comprehensive solution to proactively identify digital experience issues on mobile apps and devices, ensuring optimal digital employee experiences for healthcare professionals. This eBook outlines five actionable strategies for healthcare IT leaders to leverage Aternity Mobile to improve outcomes in their organizations.



1. Enhance Clinician Efficiency

Clinicians need instant access to electronic health records (EHRs) and other critical applications. Aternity Mobile monitors device and network performance, ensuring that clinicians can quickly retrieve patient information without delays. This seamless access is crucial for making informed decisions and delivering timely care.

With Aternity Mobile's unified monitoring capabilities, you'll gain visibility into all company provided mobile devices used in your healthcare setting. By tracking performance metrics across multiple vendors and operating systems, IT teams can ensure consistent device performance, reducing interruptions in patient care.

Aternity Mobile ensures that healthcare professionals spend less time on IT issues and more on patient care, improving overall clinical performance.



2. Proactively Identify and Resolve IT Issues

Clinicians can't be slowed down by app crashes or network connectivity issues. Their time with patients is too valuable to be wasted trying to resolve IT problems.

Aternity Mobile monitors over 150 metrics related to device health, app usage, and network performance. This real-time monitoring allows IT teams to drill down into specific issues to identify potential problems and take targeted, data-driven action before they impact clinicians. For example, by detecting a declining battery health or a sudden drop in network signal strength, IT can take preventive measures to avoid disruptions.

What's more, with Aternity Mobile, IT can send contextual and personalized information to employee mobile devices to gather feedback on service quality issues and to provide guidance on ways employees can improve their mobile app and device performance.



Improve employee engagement with bi-directional communication by proactively informing users of outages, providing information upon app installation or first use, and sending warnings when corporate policy usage limits are about to be reached.

3. Manage and Reduce IT Costs

Managing a fleet of devices across your healthcare organization can be a nightmare. And without the data to know when devices need a refresh, most IT teams end up spending money on cyclical refreshes that might not be necessary.

Aternity Mobile provides comprehensive visibility into device performance, helping reduce unnecessary hardware refreshes and lowering overall IT spending. Update only the devices you need and ensure your doctors, nurses, and consultants are well equipped at all times.



Implement proactive maintenance or replacement strategies to reduce unnecessary spend.



4. Detect Mobile Device Security Vulnerabilities

Safeguarding sensitive patient data is non-negotiable for healthcare providers. However, unauthorized use of apps and websites can go unnoticed when IT teams don't have the tools to monitor activity from all devices, users, and networks.

With Aternity Mobile, you can monitor the actual app traffic on the device to look for malware and phishing attempts. That way, IT can identify and respond to threats faster by providing the necessary performance and security insights in one solution.

5. Optimize IT Staff Workload

With the increasing complexity of IT environments, your IT team is already spread too thin when it comes to supporting multiple hospitals, clinics, and provider offices. They end up inundated by alerts with limited context to prioritize the problems that will affect urgent patient care.

AI-driven automations can remediate common issues to allow IT teams to reduce repetitive tasks and focus on critical activities. Aternity Mobile is a key component of Riverbed's Unified Observability Platform, which offers a single view of the digital experience across all devices, including mobile, ensuring healthcare providers can swiftly identify and resolve any issues affecting patient care.



Conclusion

Aternity Mobile offers healthcare IT leaders a powerful tool to identify digital employee experience issues and optimize mobile device use proactively. By implementing these five strategies, healthcare organizations can enhance clinician efficiency, improve patient outcomes, and create a more responsive and effective IT infrastructure.

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About Riverbed

Riverbed, the leader in AI observability, helps organizations optimize their users' experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed's open and AI-powered observability platform and solutions optimize digital experiences and greatly improve IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the FORTUNE 100 – we are empowering next-generation digital experiences. Learn more at [riverbed.com](#).