

# LENOVO ANDROID TABLET SOLUTIONS IN REMOTE HEALTH CARE - FINLAND

an in-depth look into non-contact solutions



Smarter  
technology  
for all

Lenovo

## CUSTOMER

A Finnish health technology company developing Virtual Care solutions for care providers, VideoVisit has grown into a market leader in digital telehealth solutions. Its mission is to make healthcare available to everyone, anywhere, and at any time.

**INDUSTRY** Healthtech - digital telehealth

**SCHEDULE** 2016 onwards. Implementation took approximately one month.

## CHALLENGE

With the onset of the COVID-19 pandemic, Virtual Care and remote patient monitoring rose rapidly in popularity and adoption. Facing a surge in demand, especially in elderly home care services, VideoVisit rapidly scaled its Virtual Care solution that connects care providers with care recipients and their family members.

In order to better scale the Virtual Care solution, VideoVisit required:

- ◆ Reliable tablet devices with superior audio-visual communication capabilities
- ◆ The preloaded VideoVisit app to start automatically upon device boot
- ◆ Remote tech support to troubleshoot issues
- ◆ Automatic shutdown when charged
- ◆ Automatic shutdown when device is being charged

## SOLUTION DEPLOYED

VideoVisit chose Lenovo due to the reliability, value and consistency of their LTE-enabled tablets, customized to deliver VideoVisit's Virtual Care software platform. Lenovo's deployment also featured the following advantages:

- ◆ Because input from patients had to be minimized, **silent installation** allowed for VideoVisit to deploy software updates with no intervention from the end user.
- ◆ To reduce operational complexity and ensure device security, the **custom kiosk mode** locked the tablets into one application.
- ◆ With **quick scan enrollment**, VideoVisit could enroll their devices as soon as they were received from the warehouse by scanning a Lenovo-generated QR code. This quick and easy deployment process allowed VideoVisit to save significant setup time.
- ◆ When end users reported issues with the device, VideoVisit was able to conduct troubleshooting sessions remotely through **device remote control**.

## OUTCOME



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