



Supported a nearly seamless transition from an in-office to a work-from-home environment in just three days



Provided superior digital employee experiences, while enhancing the ability to work flexibly and efficiently from anywhere



Cut time for IT staff to image and deploy PCs from more than 6 hours to less than 1 hour

Digital Workspace Powers a Future-Ready Workforce for Angel MedFlight

Angel MedFlight Worldwide Air Ambulance Services leverages its jet fleet of medically configured aircraft to transport patients from anywhere in the world, so they can receive the life-changing care they need. The company's priority is transporting patients safely, which requires ensuring proper, rapid dispatching of aircraft. To help accomplish its goals, Angel MedFlight relies on digital workspace solutions from VMware, helping support the company's credo that every moment counts.

Clearing remote work for takeoff

With many staffers traveling and working remotely in a variety of locations, Angel MedFlight needed a solution that would help the business operate successfully under challenging, changing conditions. Many employees had painful experiences with time-consuming single sign-on (SSO) and VPN processes that didn't always work smoothly. The company needed better technology that would help boost productivity and essential collaboration.

When Angel MedFlight sought a unified solution for deploying, securing and managing all mobile and desktop endpoints, it selected VMware Workspace ONE, which it found to be superior to alternatives. "The ease of use of a single management solution provides us with value far beyond what we would have expected. Workspace ONE Tunnel and SSO are game changers—everything works together seamlessly," said Paul Green, chief development officer, Angel MedFlight.



Angel MedFlight Worldwide Air Ambulance Services is a full-service medical transportation provider of air ambulance, ground ambulance and commercial medical escort for critically ill and injured patients. The company has flown missions in more than 52 countries, helping patients quickly and safely get the specialized medical care they need.

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Workspace ONE provides Angel MedFlight secure, identity-based access control to applications and data with a Zero Trust model that is HIPAA compliant. With SSO and multifactor authentication (MFA), Workspace ONE enables employees to easily and securely find all the apps they need to coordinate the intricacies of medical flight logistics. “Workspace ONE helps us provide superior digital employee experiences, taking the guesswork out of SSO access, while enhancing employees’ ability to work flexibly and efficiently from anywhere,” said Green.

“The sudden shift to an all-remote work world would have been challenging without Workspace ONE. It allowed us to transition quickly, as every employee was simply able to take home their Apple Mac mini and immediately keep working, with secure access to all the apps they need to help transport our patients.”

PAUL GREEN
CHIEF DEVELOPMENT OFFICER, ANGEL MEDFLIGHT

Reducing complexity with modern management

Angel MedFlight’s IT team can efficiently manage Windows 10 and other software updates across the organization’s entire fleet of iPads and Apple Mac minis, with uninterrupted collaboration, whether staffers are working at 35,000 feet, from a remote hospital site, in the office or at home. With Workspace ONE, Angel MedFlight cut the time needed for IT staff to image and deploy PCs—from more than six hours to less than one hour—with Apple iOS deployments accomplished in minutes. Further, the IT help desk has logged shorter issue resolution times during remote help desk admin sessions with Workspace ONE Assist. “It’s a solution nothing else can match,” Green said.

With its digital workspace solution in place, when COVID-19 suddenly required the headquarters staff to work remotely, Angel MedFlight was able to make a nearly seamless transition from an in-office to a work-from-home environment in just three days. The staff can remain patient-focused thanks to technology that supports employee collaboration and efficiency.

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With its flight schedule as busy as ever, the Angel MedFlight staff is well-prepared to help patients get the medical care they need, smoothly and swiftly.



Air ambulance operations can’t be disrupted with unexpected challenges. Learn how #VMware Workspace ONE enabled @angel_medflight to continue transporting patients during a company-wide shift to remote work.