

Customer Story

How Omada Health *Reduced Complexity* & Delivered ROI

Quick Implementation:
deployed in three
months

Fast ROI: Full payback
in six months

Consolidation:
Reduced browsers
from 8 to 1

Instant Adoption: 1,000
users in one day

⚡ Impact Summary

To consolidate eight browser variants, cut costs, and boost security, virtual healthcare provider Omada Health deployed Island in just three months. End users saw zero disruption, while CISO Bill Dougherty gained total control and visibility.



Virtual-first healthcare provider delivering integrated digital care and human health coaching for chronic conditions.

Industry

Healthcare

Customers

Employers, health plans, and commercial health members.

Team

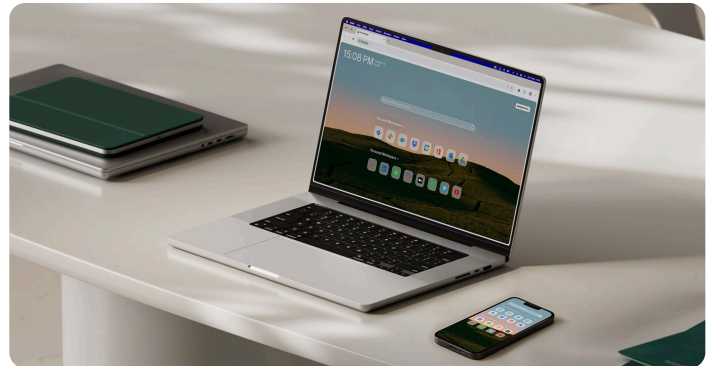
IT, Security Engineering, and virtual care health coaches.

Goal

Protect sensitive patient data across support apps while drastically lowering IT overhead.

Use Cases

Data Protection, VDI/DAAS, Compliance



Challenges

- ✓ Mitigating risk of leaks via customer support apps.
- ✓ Prohibitive operational costs and lag of virtual desktops (VDI).
- ✓ Maintaining strict HIPAA compliance without disrupting care workflows.
- ✓ Securing the evolving threat landscape

The Challenge

Seeing a physician is important, but so is what you do between those visits. That's the idea behind Omada Health Inc.

Founded in 2011, Omada is a remote-first company that today employs over 300 health coaches who provide virtual health-related services to nearly a million members. Omada's coaches help these members stay on track with physician-prescribed treatments and care in four main health areas: obesity, diabetes, hypertension, and musculoskeletal issues.

Omada's business is growing. For the full year 2025, the company reported a year-over-year revenue rise of 53%. Similarly, as of year-end 2025, Omada had a year-over-year member increase of 55%.

The company's business depends heavily on technology. For one, Omada members use their personal devices to join the community, set goals, choose a path, chat with their care team, and track their progress. In addition, Omada has recently launched two AI-powered tools, OmadaSpark and Meal Map, to support members with wellness education.

For a company that relies so heavily on technology, one big job is browser support. As Chief Information Security Officer Bill Dougherty explains, Omada's over 300 health coaches do 99% of their work using browser-based tools. To keep those coaches both productive and secure, Omada had to support eight browser variants—four for Macs and four others for Windows.

"From a security viewpoint, as well as for general usability, that was difficult," Bill says. "We weren't getting a consistent user experience from employee to employee."

"Island is one of the best purchase decisions I've made in the last three years. It has solved half-a-dozen problems for me that did not have a good solution before."

Bill Dougherty, CISO at Omada

The Solution

Omada found a quick solution in Island. Bill and his team moved all Omada employees to the Island browser in just three months.

First, they installed Island on all the systems. Then they sent everyone a message via Slack: "There's a new browser, why don't you try it?" The result: In just one day, Island adoption went from zero to almost a thousand users.

"We saw value on the very first day," Bill says. "And from the user's perspective, Island is just like Chrome. They really didn't notice a difference."

Bill certainly noticed a difference: Island has given Omada a single trusted browser with complete control over the end-user experience. Island also gives his team minute-to-minute visibility into what every user is doing at any hour of the day.

"Island gives us consistency and control over not only the browser, but also all browser extensions," Bill says.

Results

Omada has integrated Island with its sign-on system. As a result, end users no longer need to individually log into several systems. Instead, they simply log into Island. Then Island authenticates the user for any tools they need to do their job.

And users can do their jobs a lot more seamlessly. “If the tools and policies we put in place are a hindrance,” Bill says, “we’re not doing our job correctly.”

Looking ahead, Bill plans to launch other Island features that will add value for his end users. These include a password manager, AI chat, and automation of some manual tasks. “Island is one of the best purchase decisions I’ve made in the last three years,” Bill says. “It has solved half-a-dozen problems for me that did not have a good solution before.”

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Bill Dougherty, CISO at Omada



Ready to simplify access and eliminate VDI complexity?

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