Podcast Transcript

Risk Never Sleeps Episode 104 James Millington

Ed Gaudet: Welcome to the Risk Never Sleeps Podcast, in which we learn about the people that are on the front lines, delivering and protecting patient care. I'm Ed Gaudet, the host of our program, and today I am so excited. I'm going to try to maintain my composure here, but I am pleased to be joined by a good friend of mine. We've known each other forever, James Millington from IGEL. He's the VP of Product Marketing. Did I get that right, James?

James Millington: Yeah, that's good, product marketing and industry solutions.

Ed Gaudet: And industry solutions. Okay, cool, cool. James, welcome to the program. We're going to have a little fun. So if you're a listener please stay on and listen to this whole podcast because we're going to have a little fun at the end here, unbeknownst to James. I'm going to surprise him a little bit, but, so, James, let's start off with, obviously, tell our listeners about yourself, your role, and your current organization.

James Millington: Sure. James Millington, as you heard, Vice President of Product Marketing and Industry Solutions at IGEL. IGEL is an organization that has been around for about 20 years, previously known as a thin client vendor. Very closely associated with Citrix and the way that a lot of EHRs are delivered. About two years ago, we stopped doing hardware and now we solely focus on the secure endpoint operating system.

James Millington (cont'd): We partner with HP and Lenovo for the hardware piece. We focus on delivering a secure operating system. We are a leader in healthcare. A large proportion of our revenue is derived from healthcare and delivering the right security solution for the endpoint, ensuring that care providers can always get to the information that they need.

Ed Gaudet: Awesome, awesome. And we're going global with this episode. So, where are you from, and where's your organization?

James Millington: Yeah, so, I am originally and am now in the United Kingdom. I spent 16 years in Boston and doing a lot of work with healthcare organizations in the United States and around the world, thanks to a couple of the roles that I have held. And IGEL is actually a German company. It has a large presence in US healthcare, but it was founded in Germany. And IGEL, or IGEL, as it's pronounced in Germany, actually means hedgehog.

Ed Gaudet: Wow, okay. Did you not know that. We're already starting off with fun facts, and wait, there's more. All right, so how did you get into healthcare?

James Millington: Oh, good question. So I started working for Citrix in 2000, and I dealt, I was product management for a lot of the management products that were part of the Citrix infrastructure. As part of that, I started to do work with Epic on some of the load testing and load balancing. So Citrix and Epic, of course, have always been arm in the delivery of the EHR, similarly with Cerner, but that was my introduction into healthcare. And then, with the the type of customers and presence in healthcare that Citrix had, that took me to a company you might have heard of called Imprivata, where I spent nearly four years there. So that was deeply in with the workflows of the care providers and how they access the patient information. Then, I went on to VMware and ran the healthcare solution marketing there. So in and around healthcare for a large portion of my professional life, but always from the vendor side, I will say that always from the vendor side.

Ed Gaudet: Excellent, excellent. And as you look out over the next couple of years and you think about your business, what are some of the key strategic initiatives you're thinking about?

James Millington: What gets me excited and angry in some, in the same respect, is endpoint security in healthcare. The number of attacks that are happening that are successful that, in our view, can be prevented, particularly in healthcare. And the reason that I say that is healthcare has been using virtualization technologies for a long time, as we have just discussed. Healthcare has been used to not running applications at the endpoint. And I say, if you're not running your Windows applications at the endpoint, but you're running your Windows applications virtualized somewhere, then you really don't need to run Windows at the endpoint because it costly, it's complex, and it's vulnerable. Healthcare is used to saying in as would have been in the past with IGEL. Let's put a thin client there because nobody can attack a thin client. You can't. The OS has never been compromised in a cyber attack. So we go into organizations, and they adopt virtualization, but they don't. They still run Windows at the endpoint, and there's very few use cases as to why they still need to do that. There's some, don't get me wrong. And being in and around this industry for a long time, it's never all or nothing. It's never one single solution across all use cases. But you have to look at the use cases and what you can do. So we know for clinical workstations having a ... solution that signs a care provider into their desktop, running in the data center is a phenomenal way of spending time keeping focus on the patient securing the endpoint. If somebody comes in and walks off with that endpoint, there's no data on it. You don't have to do a breach investigation to understand. Has patient records walked out of the door with that device? No, they didn't because you can't store information on an endpoint, therefore no breach. To your question, I think we can have a huge impact on the security in healthcare, like all things. Yes, there's other attack points, but for the endpoint, we can just tick that off the list, done. Now let's take that money so we can save and let's go put that to securing other elements of the infrastructure. I think security is something that we can have a really big impact on. And yet I said it makes me angry because there are really good choices out there that can be made that are evidence-based in terms of it, that could be made now and could really impact the way that care is delivered and keeping the information up and available to the providers.

Ed Gaudet: And what do you think from a provider's perspective? Why not just adopt solutions like IGEL? What do you think holds them back? Why don't they?

James Millington: Well, the providers themselves, they don't care. They just want they just this stuff just needs to work. And by virtue of what I've just said and being able to avoid attacks and being able to avoid downtime from ransomware, it does just work from the IT side. I think there's always an element that some organizations, some leaders have always done things a certain way, and that might be they know Windows on the endpoint, and that's just what they do. And I would urge those leaders to take another look. We know in healthcare, within CHIME, everybody is talking to each other. Talk to some of the, your colleagues in the way that they've done things differently. And I do just want to point out I've said a couple of times, don't run Windows at the endpoint. And I do mean, don't run Windows at the endpoint, but absolutely run Windows in the data center. Citrix have had solutions around this. Omniture now, as they are now, have got solutions around this. What Microsoft are doing with AVD and Windows 365 is terrific. We love Windows. Just run it securely in the data center.

Ed Gaudet: So, that inertia of change is really what's holding them back.

James Millington: I think so, yeah. That's what we tend to see.

Ed Gaudet: Yeah, and it's a really good way to think about security from an infrastructure perspective, because oftentimes we look past that, and we think about we need all these security protections in place. But if we looked at it from an infrastructure perspective, maybe we wouldn't need to spend as much money on some of those other protections that we have in place.

James Millington: So you're 100% right. And we have a.

Ed Gaudet: I should look at IGEL for a job maybe I should do. I think I'm telling the story pretty good, James.

James Millington: You're learning. You're getting there, it's, but to your point. So, we have a very thorough TCO calculator because there's three ways that we can impact the the endpoint. There's security. There's the TCO, and there's the sustainability, which is another story which is becoming increasingly important.

James Millington (cont'd): Security in research that we did, we found that organizations may be spending up to 40% of their endpoint budget on the software security stack and the IT operations to run that software security stack. So if you think about it, all the different security, EPP, VPN, EDR, XDR, DLP, AV, if you want to still throw that in. There is a ton of overlapping software solutions that are put at the endpoint. That takes a lot of your budget, and it takes a lot of the resources on the endpoint to actually run that. So, as much as 40% can just of your endpoint budget can just go in that. The second thing that creates is complexity. I am sure every organization out there has had some example of two pieces of software conflicting with each other. And then the big thing that we saw a couple of months ago, if that was the CrowdStrike outage.

Ed Gaudet: You would need CrowdStrike on the endpoint. If you had IGEL, would you?

James Millington: This is a good interview. I'm doing really well.

Ed Gaudet: Thank you, thank you.

James Millington: But to your point. So, to this point...

Ed Gaudet: Not good for CrowdStrike, but good for IGEL.

James Millington: And you still may need to run CrowdStrike. If you're running Windows in the data center, you still may need to run something like.

Ed Gaudet: I love CrowdStrike, I'm a user CrowdStrike.

James Millington: So there's still a point. It's just, you don't need it on the endpoint. Now, we had our disrupt user conference in Munich just last week or depending on when you're listening to this. And we have just created a phenomenal video with Aaron .., who I'm sure everybody that's watching this will know Aaron ... He has been on the forefront with his team in deploying Microsoft AVD into a clinical environment, working with IGEL and some other vendors.

James Millington (cont'd): He told the story, and we will be publishing the video very shortly. The morning that the CrowdStrike event happened, he had about a thousand devices already deployed with IGEL. He's going through this process now. He's really on the leading edge with Microsoft AVD into clinical environments. Do you go talk to him if you're looking at this? He had a thousand devices. Not one of those was impacted. He took the decision because they're mid rollout all of the rest of his endpoint devices. They rolled immediately onto IGEL. With AVD, it was a very quick setting to roll back to a previous snapshot. No downtime. The ... was full all morning. No impact on patients. Saw in the news across the US, across the world, there were impacts to healthcare and other industries and not being able to see patients, not to IGEL patients.

Ed Gaudet: That's a nice clinical continuity option that you could put in place. Now just that's for you. That's free. There you go. Free marketing advice for you. James, I want to see clinical continuity all over.

James Millington: Absolutely.

Ed Gaudet: Marketing now. We got to move on. This has been really good. And I'm sure listeners are excited about IGEL and what you do. And I've seen it in operation. It's incredible technology, and it's come a long way to, as you said, with the advances that Microsoft has made. So, definitely, if you're listening and you're running IT infrastructure, take a look at the IGEL products. And I'm not; this is not an ad, by the way. This is you're not paying me to say that.

James Millington: I'm not sorry if I ever did it there.

Ed Gaudet: All right. So we talked about priorities. Let's talk about you now. You, the person, the man, James Millington. Yeah, that's right. My favorite topic. So we've known each other for so long. But I was thinking about what you were saying. The video I thought you were going to say you were doing the video. Because remember when you did Dr. James McDreamy Millington on stage at Imprivata? I remember you did our first. Did you do, like, our first video? And then we ended up hiring professional.

James Millington: They're still doing that demo.

Ed Gaudet: They are doing that demo. That demo is amazing.

James Millington: It appears to work.

Ed Gaudet: Now, when you go into an NHS hospital, do you see Imprivata in action?

James Millington: Yeah, absolutely. It's crazy, isn't it?

Ed Gaudet: It's great. And I tell the nurses or the doctors. Yeah, I used to work for that company. They're like, oh, can you? And then they started asking me like, oh, I have a problem. Can you like? I'm like, no.

James Millington: I still look behind the monitors if you go into, I did have to take my daughter and I'm my daughter sitting on the bed waiting, and I'm around the back of the computer and looking what's connecting to. And again, I'm sure everybody that's listening to this does the same thing. I wonder what they're running over there, aren't you?

Ed Gaudet: And I did the same thing. I remember I turned my leg, and I went into the orthopedic, and my wife was with me, and she saw my improvised jacket on or something, and she goes, oh, do you work for Imprivata? It was a Cortex thing. And she said, oh, do you work for Cortex? I'm like, I work for Imprivata, Cortex is a product. Oh no, we use it, we love it, we love it. And for 20 minutes we talked all about Cortex. And my wife is like, are you going to check his leg out? What's going on here? But no, Imprivata has got an amazing brand, it's still, to this day, and I had a steak in helping build in. All right, James Millington, outside of healthcare IT, what's your passion? What would you be doing if you weren't doing this?

James Millington: Oh, probably scuba diving.

Ed Gaudet: Really?

James Millington: Yeah.

Ed Gaudet: You're a scuba diver? I did not know that. You've probably ..., like, Belize and. Yeah, no, I've been sober for three years, so it's. The odds are I probably did forget, oh.

James Millington: Yeah, no, it's. Yeah, scuba diving is a passion. So funnily enough, actually, when I met you, it was just about when my first daughter was born, and small kids put the kibosh on scuba diving. But, yeah, being able to travel, being able to just have great experiences, the different kind of people that you meet. It's funny. Like being on a, we did a lot of liveaboard scuba diving, and you meet just some fun, great, really nice people from all around the world scuba diving. And you share a passion and what you can learn about the ocean and sustainability as part of that and ecology. It's a fascinating area. Yeah, it's one of those things that I wish I knew that existed as a profession when I was a kid, and maybe I'd have gone a whole different direction.

Ed Gaudet: Does Lucy dive as well?

James Millington: Yeah.

Ed Gaudet: Oh, cool. Wow. How about your kids? Have you started to bring the.

James Millington: Yeah. You can certify as PADI certification at the age of ten. And my first daughter is certified, my youngest has just turned ten, and we're hoping to do her certification in the next couple of months. Yes, the master plan that we can get back to scuba diving for a long time coming.

Ed Gaudet: Yeah, very spiritual, too.

James Millington: Very peaceful, very. In that, there's nothing else when you're down. There is just nothing else that you can be doing at that point apart from that. So very in the moment, very present, very, mindfulness.

Ed Gaudet: Yes, mindfulness. Okay. You go back in time. What would you tell your 20-year-old self? God, that was like last week for, you look like Hugh Grant, too, by the way.

James Millington: Yeah, I'm not sure about that. Probably, I would probably, oh, God. It's simple. Unfortunately, my daughter's just coming up to her ... She's, ... would come back to the UK. She's having to think about what she's going to take for her GCSEs. And what I've told her is probably what I'd do tell my 20-year-old self, which is ..., do something you enjoy, just do something you're passionate about. I'm afraid it may not be original insight, but it is that classic, do something that you enjoy, and you'll never work a day. I'm lucky insomuch as, funnily enough, the IT route took me in a great direction, and what we did actually, I've been really lucky, and I think you probably get this as well in even though we were in IT, going down the healthcare route in IT actually was incredibly fulfilling because you saw what people were able to achieve with your technology. Not necessarily that I was going in and achieving things like one of my favorite stories, which makes me well up even when I tell it was working with, I think it was Children's of Philadelphia, and it was while I was at VMware, and they put in a system with workspace one, managing the iPad devices and the CIO. There had to be very thoughtful about how they designed, couldn't have cables because there was potential of suicide risk in in certain patient rooms. But he told this story of through the iPads that he'd been able to put into patient rooms. He had one story of a child that bonded with his estranged father at 2 a.m. in the morning over a basketball game that they put onto the iPad to help distract the kids that were in there, keep them occupied. There was research that had been able to keep them occupied and distracted, lowered the need for medication, and that was why they did this. And yeah, this child bonding within estranged parent over this game on this device. So it wasn't anything I did, but it was the CIO taking the solution and feeling that maybe I played a little part in a really good thing there. And some of the I'm sure you have stories as well that you got back from customers, but I found this healthcare ride very fulfilling from that aspect.

Ed Gaudet: The journey. Yeah. No. Amazing. No, it's really important. I think that for me, for healthcare in particular, and Imprivata was my first foray into healthcare, my first experience, and I'd done ten previous companies in all different industries, and we'd always look at healthcare as a vertical, but there were always five years behind everybody in terms of technology.

Ed Gaudet (cont'd): And I typically come in emerging technology all my career. And when HITECH and ... came along in 2009 through the Obama administration, the thesis was, there's going to be a forklift upgrade to the infrastructure based on all the funding that's available because of meaningful use, and so that was the genesis for the market entry strategy for Imprivata. And what I found was that I thought I knew, and I had no clue what healthcare was all about. And I loved this because people ask me all the time, how are you so successful in healthcare? And it's you have to go all in, and you have to be willing to take everything you've learned previously and throw it out the window, because healthcare is so different. It's so different. And you have to serve alongside your healthcare partner.

James Millington: Very much.

Ed Gaudet: Right? You can't, it can't, it cannot be transactional. If it's transactional, you'll never succeed in healthcare. And so that shared mission is real. And that's what gets me excited because we're all patients. We all know patients, right? And if your mother, father, sister, brother, aunt, uncle, friend are hooked up to a machine life-saving machine and it gets hit with a ransomware attack or some systemic risk, now it's personal, right? And that was the whole impetus behind, obviously, this podcast, but Censinet. And so I love that that that point you bring up because it's so true. And it's really the for listeners that are looking at getting into healthcare, it's something to really consider because it's unique. You're not going to find it in any other industry, in my opinion.

James Millington: Yeah, I agree, I agree.

Ed Gaudet: Awesome, awesome. All right. We talked about that. I've got to ask you this question, Risk Never Sleeps Podcast. You talked about diving, but I know you're a risk-taker. What other, what's the riskiest thing you've ever done, James Millington, in your life? Riskiest thing. Don't think too hard.

James Millington: I was going to say, should, I feel like I should have prepared for this.

Ed Gaudet: No. It's okay, it's okay. Can we jump out of a plane? Risky dives?

James Millington: Leaving Citrix to go to work for Imprivata.

Ed Gaudet: Oh, that was that. Come on, that wasn't risky.

James Millington: No, it's, a cliche thing for me to say would be the diving, would be a shark dive. But then that part of what you learn in the education is that, for the most part. And if you're, there's a life lesson there, if you're educated, then going on a shark dive in the right conditions with the right type of shark in the right kind of place, at the right kind of day isn't a risk whatsoever.

Ed Gaudet: Yeah, that's true.

James Millington: Very small. So yeah, that would be the easy answer, but also the most factually incorrect.

Ed Gaudet: We'll come back to that. We'll come back to that because I'm able to help you. Hardest lesson in your career?

James Millington: Not taking, not double checking information which is a, the, it's the classic trust but verify.

Ed Gaudet: I was going to say that. Yeah, exactly.

James Millington: The classic on that. It's a silly example, but it's the one that comes back at me, and it's very much an IT and software piece and releasing a piece of software that we did and going to check in with the downloads team on what we, what the downloads were, and being told we'd had 50,000 downloads of this software in 24 hours.

Ed Gaudet: This was, I won't say when it was, but yeah.

James Millington: A while ago. Exactly. That kicked off a, oh my god, what have we got the technical support to deal with this? Have we got the resources? Have we got the, turned out the IT guy got his numbers way wrong, and it caused a massive chain of events, which were the right events for to estimate the potential customers that we thought had all downloaded this software and were all installing it. And it wasn't Imprivata, by the way, but yes, just taking that, it caused a massive amount of work for people and unnecessary anxiety.

Ed Gaudet: Yeah, it's PTSD and everything else that comes along with that.

James Millington: It really was. It caused a lot of, yeah, resources to be utilized in a way. And yeah, getting a little more into the data, checking if something it's the classic, if something sounds a little too good to be true, it probably is.

Ed Gaudet: Yes. I say that all the time. Yeah, all the time.

James Millington: That was my biggest lesson.

Ed Gaudet: All right. We're going to go to you, back to your question around risk, your biggest risk, and I'm going to share my screen here.

James Millington: Oh, no.

Ed Gaudet: Oh, does that look familiar, James? Does that look familiar?

James Millington: Do I even look like me?

Ed Gaudet: And that is not Hugh Grant. I love, that's one of my favorite photos of you. What, tell listeners what that photo is, James Millington.

James Millington: Okay. One, Imprivata had a great culture. Probably still does. You know, don't take that.

James Millington (cont'd): And one of the things that Imprivata had was effectively a house band, which was fun times.

Ed Gaudet: Which we created.

James Millington: Yeah, we were singers in that band were a certain Mr. Ed Gaudet.

Ed Gaudet: And call me a singer, more performer.

James Millington: Well, he did have to pass the audition.

Ed Gaudet: Yeah.

James Millington: About five minutes before going on stage.

Ed Gaudet: That's right.

James Millington: So this was fun time? Yeah, I was the other singer in the band. It was a great time

Ed Gaudet: Great time. And of course, here's another photo of you with Kenny. You're probably singing a Neighborhood song or something like obscure, Letters to Cleo, I think.

James Millington: Yeah, maybe. Fun times.

Ed Gaudet: That was a good time, right? We got quite a show.

James Millington: I know, my mind went to, when you said earlier it was going to be a surprise. My mind went to. He has the pictures, but.

Ed Gaudet: Oh, I have a lot of pictures. These are the ones I could show. All right, here's another one. Oh, tell the folks what that is, right?

James Millington: You may not recognize him, but that is Ed. The grand finale of the sets that we did.

Ed Gaudet: Yes.

James Millington: Ed got a theme of basically dressing up. So I think there was the big ending number. Was it all night long or?

Ed Gaudet: Yeah, it's. What the hell is the name of that song? It's a Kiss Song. I want a rock and roll all night. Rock n roll.

James Millington: Yes, that's the one. Rock n roll All Night.

Ed Gaudet: Party every day. Which we did back then.

James Millington: It was fun. It's quite a lot of photos.

Ed Gaudet: There's a lot of photos and a lot of recordings too, James, which we won't play, but there are recordings and videos. Excellent. Now, this is one of my favorite photos. You have to explain this one.

James Millington: Oh, God, I can guess.

Ed Gaudet: Really? I don't think so. What do you think it is?

James Millington: Does it involve coconuts?

Ed Gaudet: No. James.

James Millington: Okay, good.

Ed Gaudet: I've deleted that photo.

James Millington: It's only positive from there.

Ed Gaudet: It's only. That's right. That wouldn't work out for either of us. Okay, here we go.

James Millington: Oh, wonderful.

Ed Gaudet: Our good friend, Frank Needham, too.

James Millington: Stories within stories there.

Ed Gaudet: I know.

James Millington: Yes, that was Frank Needham and I on tour in Australia with the wonderful Tessa Murdoch. And, God, you can date it to the phone, having dear thoughts and conversations, and missing Ed. And that was the picture of Ed is from the.

Ed Gaudet: ... Palooza.

James Millington: Thank you.

Ed Gaudet: Yes, yes. It is totally ... There was a stolen jacket off of someone's back. When I actually could fit into a coat that small. If you were, I barely could fit into that one, but that was tight, I remember, and I think that was the night. Also, I partied with Jonathan Bush, I think. Was that the same night?

James Millington: Either that or the Judy Faulkner.

Ed Gaudet: Oh, the, I think those are those I think they actually those were the same nights. I think those were the same nights. Yeah.

James Millington: Then listeners, if you want more information on the Faulkner episode.

Ed Gaudet: Yeah. No, no no. Judy's awesome. No, Judy's awesome. And we talked about science fiction authors for a while before the dancing, of course. All right. Okay, let me just stop sharing these wonderful times. Wonderful times.

James Millington: This industry has been very kind to us.

Ed Gaudet: It has. We've had a lot of fun. We're older now. We can't do half of the things we used to do. No. Yeah. All right. Now I can ask you the next question. So the riskiest thing is probably getting on stage, right? And performing in front of 300 or plus more of your peers. You're on a desert island. Five records, albums, CDs, whatever you want to call them these days. What would you bring?

James Millington: I'm terrible at.

Ed Gaudet: No greatest hits either. No greatest hits.

James Millington: No, oh, God. I am just terrible at recall. I've always been a huge Prince fan.

Ed Gaudet: Prince. Yeah, I know. Yes. That's right.

James Millington: Yeah. Big Prince fan.

Ed Gaudet: Yes. Nice.

James Millington: So I'd probably go with Sign of the Times.

Ed Gaudet: Nice. Okay. I'll go.

James Millington: I'll go with that. Mainly because I get a double album.

Ed Gaudet: You do? That's true. That's a good way to play it. No, no greatest hits though, but that's good.

James Millington: For any Prince fans that are listening going, what about Crystal Ball? You get a triple album. That's true, but I'll go with Sign of the Times.

Ed Gaudet: Yeah. You don't want two sprints on the island. You don't want too much sprints on the island.

James Millington: Yeah, exactly. I think you've probably got to put a little bit of LED Zeppelin in there. I've been trying desperately to.

Ed Gaudet: To just tell me a song, and I'll tell you the album.

James Millington: I'm terrible at recall, but I'm going to take LED Zeppelin 3. I think I remember us having a conversation I listened through and yeah.

Ed Gaudet: That's an acoustic heavy, acoustic heavy. Yeah, very introspective. Gallows ... on that. Thank you. Or what else is on there? Immigrant Song is on there, too.

James Millington: I'm terrible at recall, but I was a house music DJ in London in the late 90s and early 2000s.

Ed Gaudet: Am I getting a pulp?

James Millington: No, house music.

Ed Gaudet: Oh, okay.

James Millington: Not pulp, but there's some, I think, classic house music tracks that, again, very evocative of a certain time and memories. And there's some, there's a classic song called which almost nobody listening to, and if you have, then please post in the comments. There's an old song called, it's by Asher and it's called J Tribute, and it has a Janis Joplin sample.

Ed Gaudet: Oh, will you send that to me, please?

James Millington: Yeah, sure. Yeah. Which is terrific. So I would have that on there. That's three, but two of them are albums.

Ed Gaudet: Okay. And that's it? Okay. I'm surprised you didn't mention one. One of my favorites, one of your favorites. I know, and this is, if you're still listening, this is the fun part of our episode right now, James, because, you know, we're going to do? We're going to do acapella, you and me. No, we're not. Yes. Champagne Supernova, dude. We're doing it right. No, we're going to do it right now. Who cares? You have a beautiful voice. No, I suck, I suck, but I'm going to add harmony on the chorus. Come on. Come on, let's do it. Let's do it right now.

James Millington: Oh, God.

Ed Gaudet: Come on, just do it. Ready?

James Millington: One. Two. Three. Four. (Sings Champagne Supernova).

Ed Gaudet: Keep going. Come on. I'm going to do the chorus. Keep going.

James Millington: (keeps singing Champagne Supernova).

Ed Gaudet: (Joins singing).

James Millington: (Sings).

Ed Gaudet: (Finishes singing). Beautiful. Look at that. See, that was easy, right? Dude, you still have a great voice, man. No, I miss our times together. And for listeners.

James Millington: Guests, we'll do the version of your song.

Ed Gaudet: We've done that. I was just going to say. I was going to say, for our listeners. James and I, for many years, would end up after hours at a karaoke bar. And we were known to do for Elton John. What's that?

James Millington: That's Annie.

Ed Gaudet: Oh, yeah, Annie. And we found all types of karaoke bars, but, yeah. Elton John, Your Song, one of our one of my favorite duets that we would do. But I also like Champagne Supernova. Although James would get pissed when I sang chorus because he'd always look over at me. Stop singing.

James Millington: I mentioned that I had to audition. He... he'd been really flat, so before we actually went on stage, I made him do it in the car park before we went on. Oh, he sang it. And then at the end of it went, did you just audition me? Do you remember that? I was always good for a Roadhouse blues, though. I was always, I could always belt that one out, but everything else was terrible. I went back and I've got, i found all the videos. John Ellis also sent me a bunch, and I wanted to see. I wanted to see the one where I did Little Help From My Friends, because that was the one that just plagued me and haunted me for years. And I listened to it and it actually wasn't bad. I think at the time I thought it was a complete disaster, but it. Recordings always sound terrible. I watched something today. We had the house band in Munich and they were phenomenal called radar of the band. Just fantastic. And I watched a clip of the video today and it was like, ooh, did I know that sounded great on the night? Yeah, recording. That's my excuse and I'm sticking to it now.

Ed Gaudet: Do you? You're not in a band now, I take it. Our friend Frank Needham is.

James Millington: I know, yeah. In Jersey?.

Ed Gaudet: I know, I'm so jealous.

James Millington: He was great. I'd love to go see that.

Ed Gaudet: Frank, if you're listening, keep going, man, keep going. It's only rock and roll. But we love it.

James Millington: We love Frank.

Ed Gaudet: We do miss you, yes. So any last comments for individuals coming out of school trying to break into healthcare or cyber or IT?

James Millington: Just, again that area of, do something that you love. I was listening to something today, which is. Make yourself unique. Find something that makes you stand out. Finding, and maybe it's just a personal view. I'm seeing a generation that's come through that does not want to stand out, that does, wants to look the same, sound the same, be the same, not stand out. And it's you've got to find something that makes you a little bit unique, that makes you stand out. That's maybe getting there's an element here of probably both myself and Ed is what we are: slight show-offs. We like to put ourselves out there. We like.

Ed Gaudet: I love little quirky little, little quirky, little weird, little...

James Millington: Getting on stage is a risk. I love that.

Ed Gaudet: I did too. I love it. I gotta admit, I loved it, I loved it, I didn't love all the band drama that we had, but I did.

James Millington: God, that was horrific.

Ed Gaudet: If you're in the band and you're listening to this, shame on you. No. Just kidding. Yeah.

James Millington: How bands...

Ed Gaudet: I'm just kidding. No, that's what made it, though.

James Millington: That's what they're together for.

Ed Gaudet: I know. It's amazing. I know.

James Millington: It really is, but find that thing that's unique about you that you love, that can be a quirk, that can be something that is a reason that people are going to employ you and notice you and embrace your weird.

Ed Gaudet: Embrace your weird. Yeah. Embrace your dread. Embrace your weird. I love it. Fly your freak flag, right? Yeah. Whatever. Yeah, I love it. Yeah. Be authentic. Be authentic. Figure out what that means and be it. I love that. Great way to end. I will say, though, I did the drama in the band. I knew that every band had drama, and for me, that made it real. Like, I'm like, at one point, I remember it was still tense, moments that were tense, but I just remember thinking, wow, this means we have a band because there's so much drama now.

James Millington: That's another potential lesson of, you can find things that you love with great people, even if you're doing is not necessarily. What's ...

Ed Gaudet: Amazing, yeah. Yeah, and it's so funny when the house band, you find people that are in different departments who you wouldn't have had a chance to really get to know and meet, and everyone loves music you find in most people, or some people will play instruments. And when it's just, it's such a good time to do that

James Millington: Yeah. There's a, it's funny. So there's two, two things I know you've got to the end of two story. One, one of the guys that happened to join was brought in as a ringer to that band. Subsequently worked, got a job with Imprivata, well deserved as well, and he's still there.

Ed Gaudet: Yeah, still there.

James Millington: Great guy. You never know how things are going to work out, and again in that. So a little story in doing finding things that you love and going a little extra mile. I've just employed a guy into my team, and he was recommended to me, but I went off to try and find information about him, and he has a passion for mountain biking, and he bought this bike. Very cool, almost boutique bike. But he wrote a review of the bike. He doesn't normally write stuff, but he wrote this review, and it was really in-depth, and it was a really great writeup. The manufacturer of the mountain bike saw it, posted it to their website. I, in turn, wasn't sure I'd got good recommendations, but should I employ this guy, should I not? I found this blog that he'd written, this review that he'd written, and it was great writing. And I knew then that, yeah, this was something authentic to him, and he, I knew it because of just the way that he'd written, the quality of his writing, he'd be great fit into the team. But that was the thing that he wrote for, and not in any way as a job interview, but as a passion, and ended up impacting. And the reason that I was able to find him, understand what he's about, and offer him a job because I needed somebody that can write.

Ed Gaudet: Tapping into someone's passion is a great reflection of that individual, too, and really gives you that depth of what's possible. And I love that point. James, that's a really great point. And the story about the hire that we did, we had a lead guitarist who was sick, and we needed to practice, and one of the singer's brother in laws played in the band and was available. So he came in to stand in for the practice and he was so amazing. Not that our lead guitarist wasn't good. This guy was like just off-the-charts amazing. And I remember we were talking to him, asking him, what are you doing? He said, oh, I'm just between jobs, and I'm looking for something. And I'm like, what do you do? And I'm like, oh my God, we're going to find you a job. We're going to find you a job. You need to stay in the band. And we did, a test engineer. Yeah, yeah. And he started off in the help desk. I think he's managing teams now, I think.

James Millington: Yeah.

Ed Gaudet: He's a great guy. Amazing guy, Amazing voice. Amazing guitar player too, good times. James, appreciate your time. Good to see you, my friend.

James Millington: Likewise.

Ed Gaudet: Yeah. And we have to stay in touch. It's been a while. I'll see you at ViVE, and HIMSS, and HLTH. Are you going to HLTH?

James Millington: Not HLTH, but ViVE and HIMSS.

Ed Gaudet: Okay, all right. I'll see you over there. All right. This is Ed Gaudet from the Risk Never Sleeps Podcast. If you're on the front lines protecting patient safety and delivering patient care, remember to stay vigilant because Risk Never Sleeps.

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