



How the VA is expanding access to care through secure video

Secure telehealth for government with Pexip and Logitech

Government organizations need video communication that is secure, reliable, and workable within real-world IT environments. That is especially true in environments where privacy, accessibility, and ease of use all matter, and where individuals and teams may be working across different devices, workspaces, and meeting platforms.

In these environments, [Logitech and Pexip](#) play complementary roles. Pexip provides a secure, interoperable video platform that helps government agencies, organizations, and teams join meetings across Microsoft Teams, Zoom, Google Meet, and other meeting platforms from Logitech-equipped

rooms. Pexip's FedRAMP authorized and certified interoperability platform, together with [Logitech's TAA-compliant hardware](#), supports government requirements for security, compliance, control, and operational flexibility.

For government agencies and organizations, that combination can help simplify the meeting experience and reduce friction for both users and IT. With consistent one-touch join, interoperability across platforms, and tools designed for deployment at scale, organizations can support more accessible, private, and controlled communication across agencies, departments, and public-facing services.

Real-world impact: The VA's telehealth experience



Government organizations need more than product claims. They need evidence that technology can support real operational needs at scale. The U.S. Department of Veterans Affairs (VA) offers a strong example of this through its Office of Connected Care (OCC), which is expanding veteran healthcare access using digital services like virtual appointments.

A key part of this initiative is VA Video Connect, powered by Pexip. This platform gives veterans a secure, accessible way to connect with their care teams for virtual appointments from a range of devices and locations. Supporting technologies

like Logitech collaboration and productivity devices, used in both clinical and administrative settings, help make virtual visits practical and effective for everyday workflows.

This approach makes care more accessible and convenient for veterans, while also enabling a scalable virtual care model for clinicians and staff. The VA's use of secure video and supporting technology is driving measurable improvements in access, satisfaction, and health outcomes for those who have served—offering a compelling example for government organizations managing citizen outreach services of any kind.



Challenge

Many veterans face practical barriers to in-person care. Some live in rural areas. Some have mobility limitations. Others may find it difficult to travel frequently due to distance, health needs, or work and family responsibilities. Virtual care is essential to overcoming these obstacles, but the experience must be simple, dependable, and secure for both patients and clinicians.

To ensure reliability, accessibility, and trust across a diverse user base, technology must:

- Support privacy
- Work across devices
- Integrate seamlessly into clinical workflows

“Healthcare technology should work quietly in the background, never getting in the way of care. Our cameras, headsets, and collaboration tools empower VA teams to focus on meaningful interactions and better outcomes for veterans everywhere.”

—GAURAV BRADDOO, HEAD OF PRODUCT AND PORTFOLIO - VERTICALS, LOGITECH



“In public sector healthcare, virtual care depends on security, reliability, device flexibility, and the ability to scale. Pexip provides the secure video platform behind that experience, making it easier for organizations to deliver virtual appointments across devices while maintaining control and a consistent user experience.”

—PETER MCCARTHY, VICE PRESIDENT OF PUBLIC SECTOR, PEXIP



Solution

VA Video Connect, powered by Pexip, helps the VA deliver secure video appointments across internet-connected devices, making care easier to access from home or anywhere veterans are located. By building on this robust platform, and with support from Logitech devices in daily clinician and staff workflows, the VA supports secure, reliable, and accessible virtual care nationwide.

This is reflected in the technologies supporting VA telehealth today, including:

- **VA Video Connect Powered by Pexip** supports secure, HIPAA-compliant, video consultations across internet-connected devices, helping the VA extend access to care while maintaining the performance, scalability, and control needed in a federal healthcare environment.
- **Logitech devices used in care and collaboration settings**—including webcams, headsets, video conferencing bars, room cameras, mice, and keyboards—enhance productivity and support effective collaboration for clinicians, staff, and administrative teams working in virtual care settings.
- **Broader veteran engagement resources** like VA Video Connect sit within a wider digital care environment that supports veterans in managing appointments, records, and communication with care teams.



“Logitech and Pexip are committed to championing the VA’s mission—making sure every veteran, no matter where they live or how they connect, can rely on seamless, secure, and truly human virtual care.”

—JOHN SPARKS, HEAD OF FEDERAL HELP, LOGITECH

Results

Logitech and Pexip are proud to be part of a program that has such an important impact for veterans. Combining advanced telehealth platforms with dependable technology solutions is a clear part of the VA’s Connected Care journey. Across the board, veterans and clinicians alike are experiencing greater access, higher satisfaction, and meaningful outcomes—showing how technology can truly make a difference where it matters most.

As a result of these efforts and others, the VA reports:

- **Growing adoption:** In fiscal year 2025, more than 2.1 million veterans participated in over 7.7 million telehealth visits—a 12% increase from 2024.¹
- **Enhanced satisfaction and trust:** Veterans reported improved satisfaction and trust in VA telehealth in 2025, reflecting the impact of reliable, empathetic virtual interactions and seamless technology.²
- **Increased access:** Rural and mobility-limited veterans can benefit from more frequent, more convenient virtual care—no long drives, no missed appointments, just reliable connections when it matters.
- **Scalable impact:** VA’s Connected Care is a blueprint for national telehealth, setting best practices for large-scale remote care deployment within public healthcare.
- **Empowering exceptional care:** Clinicians and call agents can deliver care and support with confidence, thanks to trusted technology infrastructure that keeps the focus where it belongs—on veterans.

Conclusion

The VA example shows what virtual care requires in practice: a secure and dependable video platform and supporting devices that help clinicians and staff in effective everyday care delivery. For government agencies and organizations looking to expand access while maintaining control, that combination matters.

Pexip supports the secure video foundation behind VA Video Connect, while Logitech devices help support care and administrative environments. Together, those roles make virtual care more accessible, consistent, and practical to deliver at scale.

Learn more about Pexip at www.pexip.com.

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