



Improving Patient Care and End User Experience Through VDI

Regional Medical Center implements VDI environment that gives on-demand access to patient information and enhances users' interaction with technology ecosystem.

About the Client

The client is a state of the art, 520,000 square foot teaching hospital located in Southern California, serving the fourth largest county by population in California. Complete with helipad, 439 beds, twelve operating rooms, full pediatric services, birthing centers, and multiple intensive care units, the client also functions as an accredited teaching hospital. In addition to medical residents and nursing students, the hospital works with local community colleges, universities, and educational facilities.

Challenge

The client needed to implement a solution to support a new Hospital Information System while preserving their current investment in VMware and without expanding their infrastructure. This solution was to be integrated and made available on 1,500 workstations, 5,000 Active Directory user accounts, 600 printers and other various devices, as well as 250 work applications including an extensive number of Microsoft Office work applications and two versions of Microsoft Internet Explorer to support both business and Siemens applications. The integration was to take place across three locations: the main hospital building, a secondary building, and a remote mental health facility.

Solution

In June 2011, with four team members onsite, and three offsite, AgreeYa implemented an initial VDI solution utilizing VMware thin clients which was capable of supporting 600 concurrent users, scalable to 1,500 concurrent users as well as scalable to the hospital's total population of 5,000 users. A Single Sign On (SSO) solution utilizing Imprivata SSO was also implemented.

Results

The project was completed within the projected time frame, finishing in September 2011. The solution provided not only outperformed benchmarks outlined from the client, but created a better user experience in comparison to the previously existing PC based workstations environment. In particular

- The SSO solution enabled reduced login times, from 4 to 5 minutes down to less than 30 seconds
- The VDI solution provided users with an environment that moves with them regardless of which workstation they use ensuring consistency and portability
- Users are now able to get remote access from anywhere and from any device including mobile devices

Executive Summary

Challenge

- *Implement a VDI environment critical to the new Hospital Information System*
- *Ensures VDI environment leverages the existing infrastructure and implemented within 90 days*
- *Increase efficiency across three separate locations*

Solution

- *Scalable VDI solution utilizing VMware thin client*
- *Imprivata Single Sign On*

Results

- *Maintained current infrastructure*
- *On-time implementation that enabled timely rollout of the Hospital Information System*
- *Reduced login time from 4-5 minutes to under 30 seconds*
- *Reduced expenditures by \$500k by optimizing storage network environment*
- *Reduced time in managing infrastructure environment by 75%*
- *Enhanced patient care through on-demand access to patient information*



AgreeYa not only performed what we asked them, but went above and beyond to ensure that we leveraged our VDI environment to the fullest. As a result, we saved time, money, and above all, increased the quality of patient care.

CIO

AgreeYa not only implemented the project as planned, but provided additional insights on how the client could utilize other types of Virtualization to improve their ROI. For instance, the hospital was able to implement their Patient Documentation System (PDS) on-time on over 200 battery-powered devices by utilizing VMware thin clients. Being able to access the PDS on these devices have allowed the hospital to improve patient care since employees now have on-demand access to timely, relevant patient information. In addition, AgreeYa implemented Rumba Configuration, easy access to Siemens applications, and integration with the hospital's backup software and antivirus solution. By working close with the client's IT team, AgreeYa ensured that the VDI environment had access to the data and that the HP SAN environment was properly configured.

All through the engagement, AgreeYa was a trusted advisor for the client, recommending money-saving solutions across administration and infrastructure, and ensuring that the hospital was following industry best practices while implementing the VDI solutions. AgreeYa also trained the hospital staff, enabling them to maintain their environment post implementation.

For more information on AgreeYa's VDI services and capabilities visit www.AgreeYa.com/VDI

Products & Services

Hardware

- Dell Poweredge M1000e Blade Servers
- Wyse thin client workstation (C90LEW WES)
- HP SAN

Software

- Quest vWorkspace
- VMware ThinApp 4
- VMware Workstation 7
- VMware vSphere 4 Enterprise Plus
- VMware vCenter Server 4
- VMware View 4.5

Services

- AgreeYa's VDI Implementation
- AgreeYa's Infrastructure Advisory



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