

# AppSense®

## AppSense Performance Manager prescribed for healthy servers



*“While we could have reduced our server count even further, we chose to maximize existing server performance and deliver significantly better response times.”*

Greg Davis  
Banner's Senior Enterprise Network Analyst.



**Banner Health System**

### BACKGROUND

Banner Health was formed in 1999 and is one of the largest not-for-profit, secular healthcare systems in the USA with annual revenues of about \$2 billion. With 19 facilities in 7 states, Banner Health employs over 21,000 people offering a variety of services such as family clinics, home care services, a nursing registry and home medical equipment services. Banner's mission is "to make a difference in peoples lives through excellent patient care".

### IMPLEMENTATION OF A NEW SUITE OF APPLICATIONS



Using a server based computing infrastructure, Banner Health delivers over 200 applications to their healthcare professionals across the US. They worked with Cerner to implement Cerner Millennium® in order to radically improve healthcare delivery.

By building their healthcare applications on a single, consolidated database, Banner Health could ensure complete scalability and consistency across all care scenarios. The benefit to their healthcare professionals is that while they run tests, make diagnoses, fill medication orders, Cerner Millennium® collects, shares and intelligently displays all critical information.

*“We wanted leading-edge clinical and financial solutions built on a single database, allowing the seamless exchange of information between facilities and departments,”*

said Greg Davis, Banner's Senior Enterprise Network Analyst.

### SUPPORTING INCREASED USER DEMAND

*“With the implementation of the application across the enterprise, the number of concurrent users per server started to rise, having a significant impact on application response times. We either needed to invest in more servers or find a way to improve the server performance. Buying more servers would involve not only additional capital costs, but also increased support costs for more system analysts, space and power,”*

commented Greg.



### Challenge

- > Deliver leading-edge clinical and financial applications
- > Increase server capacity, while minimizing IT costs and resources

### Solution

- > Implemented AppSense Performance Manager software across their 150+ Citrix servers

### Benefits

- > Increased server capabilities in terms of concurrent connections by 100%
- > Increase number of users to between 60 and 80 per blade with no degradation in response times
- > Projected 20% reduction in the number of servers required

*“Using AppSense Performance Manager has given us a 100% increase in our server capabilities in terms of concurrent connections and resulted in a 20% reduction in the number of servers required to complete the project.”*

Greg Davis,  
Senior Enterprise Network Analyst,  
Banner Health

## **GENERATING AN INSTANT RETURN ON INVESTMENT**

Working alongside Cerner, Banner Health implemented AppSense Performance Manager, generating an immediate increase in the number of concurrent users they could put on one server.

The original plan for supporting the Cerner Millennium® Project was based on installing HP blade servers, however once AppSense had been installed it became clear that far less servers would be required.

## **MAXIMIZING EXISTING SERVER CAPACITY**

“With the introduction of AppSense Performance Manager we have seen a 100% increase in our server capabilities in terms of concurrent connections. This equates to between 60 and 80 users per blade with no degradation in response time. The result has been a projected 20% reduction in the number of servers required to complete the project.”

“While we could have reduced our server count even further, we chose to maximize existing server performance and deliver significantly better response times in line with our mission to deliver excellent patient care. For us, AppSense Performance Manager has more than delivered on their promise”

said Greg.

## **THE CERNER AND APPSENSE TECHNOLOGY SYNERGY**

“Healthcare providers recognize Cerner’s expertise and the benefits the Cerner Millennium® architecture offers clinicians, patients and staff. As a trusted technology partner, Cerner delivers solutions that not only reduce a client’s costs of providing care but also a client’s costs of managing their IT systems”

said Bill Miller, vice president, Cerner.

“As we examined the AppSense solutions, we realized our clients would benefit from their application management and optimization. Recent implementations, such as the one with Banner Health, have yielded some very satisfied clients.”

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