

Case study

## AppSense delivers on life-critical challenge



**“AppSense Application Manager automates the policing of the network, a time consuming job that our system managers would find impossible to carry out effectively. It has allowed us to take complete control of the desktop.”**

Neil Hogg,  
IT General Manager, National Blood Authority



### Challenges

- Create a safe, secure and cost-effective system to support core organization operations

### Solution

- AppSense Application Manager deployed across new thin client installation with centralized management

### Benefits

- Proactive system protection against unauthorized applications
- Reduced cost and complexity of application licenses and maintenance
- Reduced burden of desktop support through centralized management

### Background

The National Blood Service (NBS) provides a life saving service throughout England, supplying 2.4 million units of blood and blood products from 14 Blood Centers to 350 hospitals every year. The National Blood Authority works with NBS and has invested £10 million in national IT systems to ensure that it is capable of running a highly effective and efficient blood collection and distribution service.

PULSE, is the Core Blood Management System and Network in the UK, processing more blood than any other system of its kind in the world and as a result its health is of major concern to those responsible for its management.

“The need for safety, security, management and cost effectiveness were prime motivators in our choice of systems to support PULSE. These requirements led us to the conclusion that a Thin Client (server based computing) strategy would be the best way of delivering PULSE and office applications to the desktop,” said Neil Hogg, IT General Manager.

Following the installation of the Wide Area Network (WAN) which would support PULSE, they could see an immediate demand by NBS staff for existing heritage software applications to be run over the network.

“To ensure we could make these applications available without impacting the performance of our core business, I realized that server based computing might be the solution. It would also simplify management of over 2,000 desktop devices,”

The one potential threat NBS could see with a server based computing approach was their users ability to easily launch unauthorized applications received via email. As well as the damage a harmful virus could cause to their servers, launching such applications would also give rise to major performance problems.

### Reducing costs and improving security

“One of the major benefits of adopting a Thin Client strategy, combined with AppSense Application Manager, is that it allows us to maintain very tight control over the desktop and type of application software running on our network. We not only reduce the total cost of ownership of software, and simplify license management, but also substantially reduce interoperability issues. The burden of desktop support is greatly reduced and software upgrades can be achieved centrally in a fraction of the time it would take in a traditional client server environment,” explains Hogg.

The latest investment in AppSense Application Manager has seen the NBS increase the number of product licenses from 300 to 1300 users.