

Managing the user, not the device

Kaweah Delta Health Care District



Case study: Healthcare

Kaweah Delta Health Care District chose AppSense and achieved:

- Record number of users per server
- Using AppSense on iPads



“AppSense has allowed our physicians to experience a consistent and stable workstation every time they logon. The desktop performs exactly the same despite the PC’s year or model.”

Nick Volosin,
ISS director of technical services for
Kaweah Delta’s IT department

Over the past 40 years Kaweah Delta Health Care District has built a reputation as one of the California Central Valley’s most progressive healthcare providers, serving its community’s healthcare needs by providing easy-to-access healthcare information. Kaweah Delta is a non-profit organization and receives its funding from a variety of sources including the Kaweah Delta Hospital Foundation, in order to offer a wide range of services including a well-respected pediatric hospital program and nationally recognized cardiac and cancer programs.

With over 70,000 emergency visits annually across nine locations, Kaweah Delta offers its patients leading-edge treatments so they can receive the best possible care close to home. In addition to medical services, Kaweah Delta offers a wide variety of services to members of the facility and to the general public through The Lifestyle Center and a comprehensive health information library to help its constituents make informed healthcare decisions.

Background Challenges

The rapid expansion of Kaweah Delta led to the opening of an additional wing in 2008. Having originally deployed Citrix XenApp in 1995 to support physician offices and contractors working remotely, Kaweah Delta realized they needed to leverage their existing infrastructure and decided to deploy Dell thin clients. They deployed server virtualization and began to offer their physicians a published desktop on XenApp called MyKD.

However, the new wing meant Kaweah Delta physicians and staff were using servers more frequently, leading to an increasing number of hardware failures and requiring more time from the IT department to fix these problems.

“Having reliable technology in the healthcare industry is extremely important. Physicians rely on their PC to provide them with patient data and other information in order to effectively treat each patient,” said Nick Volosin, ISS director of technical services for Kaweah Delta’s IT department.

“With the opening of the new facility, we experienced a large increase in servers crashing and knew that we were not utilizing our hardware in the best possible manner. Additionally, as we added more devices - around 300 desktops within a few months - we did not increase our IT staff, and we knew we needed to find a way to work smarter not harder.”

Introduction to AppSense

Volosin and his team first turned to AppSense after hearing about AppSense Performance Manager and the solution’s ability to dramatically increase the number of users per server. However, after attending a webinar and receiving a demo of the AppSense Management Suite at Citrix Synergy in 2008, Kaweah Delta knew they had a need for AppSense Environment Manager as well.

“We originally looked at AppSense Performance Manager in order to reach our goal of 20 users per XenApp virtual server and 140 users per physical server,” said Volosin.

“However, after seeing the features of AppSense Environment Manager we realized how much we could actually control the desktop and decrease operational costs while maintaining user satisfaction.”



**Kaweah Delta
Health Care District**

Challenges

- Maximize use of hardware
- Increase manageability of the desktop
- Decrease user logon times
- Support remote workers
- Reduce desktop management cost

Solution

- AppSense Application Manager
- AppSense Environment Manager
- AppSense Performance Manager

Benefits

- Improved server capacity
- Reduced hardware costs
- Improved logon times
- Decreased help desk calls
- Improved user experience

Managing the user, not the device

Kaweah Delta Health Care District



AppSense.com
iwanttoknowmore@AppSense.com

“AppSense has allowed our physicians to experience a consistent and stable workstation every time they logon. The desktop performs exactly the same despite the PC’s year or model.”

Nick Volosin,
ISS director of technical services for
Kaweah Delta’s IT department

Benefits of AppSense

Kaweah Delta began using the AppSense Management Suite in late 2008 and instantly began realizing the benefits. With over 2,000 workstations to manage, standardization was extremely important.

“By using the entire AppSense Management Suite we were able to not only reach our goal of 140 users per server, but AppSense Environment Manager also gave us the control - with its Active Directory feature - to push printers, applications and drive mappings. In addition, AppSense Environment Manager’s self-healing capability considerably decreased help desk calls because if a user inadvertently deleted an application rather than call the help desk, AppSense Environment Manager automatically restored the application in five seconds or less,” Volosin added.

Additionally, AppSense Environment Manager optimized the end user’s environment by allowing IT to scale the desktop based on each user’s needs.

“There are a large number of healthcare applications that we use and prior to AppSense Environment Manager all those applications were loaded at login, making logging on quite time consuming. However, many of our physicians differ in the applications they use and which ones they would like on their desktop,” explained Volosin.

“With AppSense Environment Manager we are able to control what applications are on each physician’s desktop so that if they request access to a certain application we can add them to the active directory and they will be able to access it the next time they login. We can do the same thing if they would like to delete an application. By having this ability our logon times have decreased significantly.”

With AppSense Kaweah Delta has experienced cost and time savings. The Active Directory and self-healing features of AppSense Environment Manager has decreased help desk calls and has allowed Kaweah Delta to save on IT management costs.

In addition, because the roll out for AppSense Management Suite was easy and the active directory eliminated the need for login scripts, Kaweah no longer needs a desktop technician specifically dedicated to drafting login scripts. Now IT not only has a lot more control over the desktop environment, but the end users are still able to easily use their PCs.

“AppSense has allowed our physicians to experience a consistent and stable workstation every time they logon. The desktop performs exactly the same despite the PC’s year or model,” said Volosin.

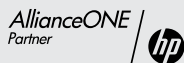
“This has been extremely productive for us since we work with doctors and nurses whose time is extremely valuable. With AppSense, the physician is able to access their desktop from anywhere and have the same user experience every time.”

AppSense’s technology has also helped Kaweah Delta save on hardware and storage costs. By increasing the amount of users per server, Kaweah Delta has been able to utilize the hardware they already have instead of purchasing new servers. And AppSense’s ability to customize each user’s environment has reduced profile sizes, allowing Kaweah Delta to save on storage costs while at the same time reducing login time.

Future Plans

With the release of Apple’s iPad in April 2010, Kaweah Delta is beginning to use iPads and is using AppSense to manage the user environment exactly as they have been doing on their desktops. AppSense is able to automatically recognize the client device and configure settings based on the individual user, making the entire user experience across different machines seamless and intelligent.

“We are exploring the use of iPads for physicians to connect to their MyKD portal and have found so far that the portability and battery life have exceeded our expectations. We are looking forward to continuing to roll out AppSense on our workstations as well as on our iPads in order to help us effectively manage the user environment and save on IT management costs,” Volosin concluded.



About AppSense

We are the leading provider of user virtualization technology to enterprise organizations. User virtualization is a way of managing user-specific information independent of the desktop, and applying this information into any desktop (local install, virtualized, published, streamed etc) on-demand. This enables IT to standardize the desktop build, automate desktop and application delivery, and migrate users to new desktops – all while ensuring the user experience is seamless, personal, predictable and easily manageable.