

# Windows 7 migration

## Nationwide Children's Hospital



Case study: Healthcare

### Nationwide Children's Hospital chose AppSense and achieved:

- Personalized Windows 7 virtual desktops
- Increased security controls
- Dramatically reduced logon time



**“AppSense provided us with a pain-free migration to virtual desktops, additionally it future-proofs our design. We selected AppSense because it was a comprehensive product that featured everything we needed”**

Jake Muszynski  
Systems Engineer, Information Services  
at Nationwide Children's Hospital

**Ranked in the U.S. News & World Report's 2010 “America's Best Children's Hospitals” and in Parents magazine's 2009 top 10 “Best Children's Hospitals” lists, Nationwide Children's Hospital is one of the country's largest not-for-profit, freestanding pediatric healthcare networks. Founded in 1892, Nationwide provides wellness, preventive, diagnostic, treatment and rehabilitative care for infants, children, adolescents and adult patients with congenital disease.**

With a medical staff of 1,000 and a hospital staff of 7,500, Nationwide delivers state-of-the-art pediatric care for almost 933,000 patient visits annually. The Research Institute at Nationwide Children's Hospital is one of the top 10 National Institutes of Health-funded freestanding pediatric research facilities.

Nationwide had previously implemented Windows Roaming Profile, but it did not meet user requirements and required more support than it was able to provide and so was removed. The hospital then moved to redirected folders, which forced users to recreate their personal desktops whenever they moved to new machines. After realizing how the environment would benefit greatly from desktop virtualization, Nationwide knew that the method it had in place to deliver personalization to its users would hinder the success of any desktop virtualization deployment.

“We had chosen Windows Roaming Profiles years ago but found it required too much support from IT,” said Jake Muszynski, systems engineer, Information Services at Nationwide Children's Hospital. “When it became clear that virtual desktops were our next step, we knew personalization was crucial to our success. We also knew that our replacement hospital would be opening in 2012 and we wanted to ensure we had implemented the best solutions for the future. AppSense User Virtualization technology delivered the exact solution we needed to confidently migrate to virtual desktops without affecting the user experience.”

Additionally, Nationwide wanted to improve logon times and implement user access settings, such as controlling what the user can access based on his or her sign-in location.

#### Introduction to AppSense

Nationwide chose Citrix XenDesktop for its desktop virtualization deployment and, while attending a webinar on the technology, viewed a demo of AppSense user virtualization. After researching AppSense and learning about the features of its technology, Nationwide implemented AppSense in fall 2010.



#### Challenges

- Seamless migration to virtual desktops
- Increase manageability of the desktop
- Support remote workers while ensuring security measures were being met

#### Solution

- AppSense User Virtualization Platform
- Citrix XenDesktop

#### Benefits

- Increased desktop manageability
- Increase in flexibility for remote workers
- Decreased logon times

#### Background Challenges

Similar to many other large organizations, Nationwide Children's Hospital was finding it difficult to provide its users with a personalized desktop while also making it easy for IT to maintain control over a large number of devices. Additionally, many of its users were travelling and accessing their desktops from different locations and devices every day, and IT wanted to ensure each user had 24/7 access to their personal desktops while not having to manage the user on each and every individual accessing device.

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“We selected AppSense because it was a comprehensive product that featured everything we needed to fix the problems we were having, including application configuration and effectively managing access to applications for roaming workstations,” stated Muszynski. “What we quickly began to realize is that AppSense future-proofs our design, allowing us to accommodate our users’ needs as they arise. As the business’s needs change over time and the desktop is used more widely, we can easily add more items and take advantage of AppSense’s features.”

### Benefits of AppSense user virtualization

With AppSense, Nationwide is providing the layer of personalization that was needed to expand its virtual desktop deployment. Personalization constitutes anything a user is able to customize on his PC today and includes such items as desktop look and feel, application menus and buttons, language and screen resolution settings, and much more.

“What AppSense has provided us with is a pain-free user migration to virtual desktops, and it is delivering the customization of applications like Microsoft Office to give users the feeling of having the same exact desktop every time they logon,” explained Muszynski. “Additionally AppSense has dramatically decreased logon times by applying policy and personalization only as applications and operating system features are used.”

Rather than loading and unloading large amounts of profile data at logon and logoff, which increases logon times and risk of profile corruption, AppSense user virtualization technology streams user data in response to user actions.

Additionally, AppSense user virtualization technology features contextual entitlement, which refers to the extent to which an employee has dynamic access to corporate applications, depending on the context of the accessing device. For example, a user in a café will typically have a different level of application access than an employee within the secure confines of the corporate LAN.

“With over 10,000 users and 8,000 endpoints, security is crucial to our desktop environment,” said Muszynski. “Things like policies for workstation screen savers, timeouts, locks and other such items were entirely dependent on where the virtual desktop session was being used. Without AppSense, we would have needed to apply our most restrictive policies from all locations, which would have been extremely disruptive to our end users.”

### Future Plans

Nationwide is currently in the process of scaling its virtual desktop and is utilizing AppSense to assist in the migration to Windows 7 and also provide application personalization to both locally-installed applications and applications delivered by Microsoft App-V.



### 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.