



KEY HIGHLIGHTS

INDUSTRY: HEALTH



CHALLENGE

Huntsville Hospital needed a way to provide quicker desktop deployments, while at the same time securing sensitive data and reducing help-desk calls.

SOLUTION

Deploying hosted desktops on VMware Virtual Desktop Infrastructure (VDI), the hospital was able to increase their desktop deployment agility, lock down sensitive patient data and reduce the cost and complexity of desktop management.

VMWARE AT WORK

- VMware Virtual Desktop Infrastructure (VDI):
 - VMware Infrastructure 3 Enterprise runs hosted virtual machine desktop environments in secure datacenter.
 - Neoware thin clients replace fully configured PCs and access hosted desktop environments via a remote display protocol (RDP).

DEPLOYMENT ENVIRONMENT

- ESX 3.0 on 2-CPU Quad Core 2.0 GHz IBM HS21 XM Blades with 16 GB RAM
- EMC DMX3000 SAN
- Repurposed thick client PCs and Neoware Thin Clients
- Guest operating systems: Windows XP
- Applications: Streamline Health's Access Anywhere, Eclipsys TDS 7000, McKesson PACS Image Viewer, GE Imagecast and Centricity Enterprise

"We're in the process of opening a new emergency room at the hospital. Because of the critical nature of the computing environment, it has to be up and running extremely quickly. With VMware VDI, instead of having to buy 150 PCs and fully configure them, we're going to roll out 150 thin clients, connect them to their pre-configured hosted virtual desktops, and be on our way."

Tony Wilburn, Network Specialist, Huntsville Hospital

Huntsville Hospital

Huntsville Hospital is a not-for-profit hospital in Huntsville, Alabama, with 5,300 employees supporting 900 beds. With two separate hospitals on its current campus, an urgent care facility 15 miles away, and hundreds of doctor's offices that connect into their network, Huntsville Hospital's IT organization is growing quickly, with a proposed third hospital on the other side of the county.

Facing the challenge of a quickly growing business in a highly regulated industry, Huntsville Hospital was looking for a way it could enhance the manageability and compliance of its desktop computing infrastructure. The hospital needed to roll out a new medical information application, and with HIPAA-compliance audits looming in the future, the hospital sought out a solution that would fit all these requirements.

Huntsville Hospital selected VMware Virtual Desktop Infrastructure (VDI) to satisfy their desktop manageability requirements. VDI hosted desktops natively run applications that weren't compatible with terminal-services solutions, while securing HIPAA-regulated patient information in a hosted data center. Huntsville Hospital deployed thin clients to reduce power usage across the environment, improve longevity with lower hardware maintenance needs and allow wireless-computing carts to work all day on a single charge.

Results

- Huntsville Hospital is running 400 onsite virtual desktops as of July 2007 with plans to scale their VDI implementation to 1600+ virtual desktops by February 2008
- 1500 additional virtual desktops to be hosted in hospital's datacenter, providing computing for offsite physicians.
- Thin client architecture means 72% reduction in power costs to run the desktop environment.
- Central management lowers support costs, with fewer desktop techs doing desk-side visits in sterile hospital environments and fewer trips to sister urgent care site 15 miles from central hospital.
- Thin client lifespan far exceeds traditional PCs; memory and CPU can be increased at the server, lowering maintenance and hardware costs on the clients.
- Reduced desktop provisioning time to 15 minutes; five minutes to re-image a corrupted desktop image.
- Hosted virtual desktops natively run high-performance medical information applications extremely difficult to implement on Citrix Presentation servers.
- Sensitive HIPAA-governed data is maintained on virtual desktops hosted in a secure host data center.

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