



“VMware ESXi has been a reliable and stable product that has helped us provide technical support more effectively. I would recommend it to anyone looking to get started with virtualization.”

— Donovan Scott
Senior Applications Support
Analyst, Allscripts

KEY HIGHLIGHTS

Challenge

Providing technical support to customer base requires multiple VPN clients that can negatively impact system performance

Solution

VMware ESXi is a free, lightweight hypervisor that enables the easy creation of virtual machines to host different VPN clients

VMware at Work

VMware ESXi, featuring:

- Bare metal architecture
- 32 MB footprint
- CPU virtualization

Deployment environment

- Dell hardware
- Guest operating systems: Windows XP
- Virtualized Production Applications: Cisco VPN, Juniper VPN, Nortel VPN, Citrix VPN, Microsoft VPN, Checkpoint VPN

Allscripts

Allscripts develops award-winning solutions for electronic health records, electronic prescribing, and more. Over 150,000 physicians, 700 hospitals and nearly 7,000 post-acute and homecare organizations utilize Allscripts to improve the health of their patients and their bottom line.

With its solutions in use at so many different organizations, Allscripts' technical support team needs to use a variety of different VPN clients to connect to customers' networks. “We had a multitude of different connection methods,” says Donovan Scott, senior applications support analyst at Allscripts. “Unfortunately, some VPNs don't play very well together, which bogged our systems down considerably.”

Allscripts initially tried to work around this problem by using Microsoft Virtual PC for the different clients, but found the performance to be lacking. “The Virtual PC's took a long time to boot up,” says Scott. “A colleague suggested we try VMware ESXi, so we did, and it was wonderful. We never looked back.”

VMware ESXi makes it quick and easy to create virtual machines that run on a virtualization layer directly on the server hardware for near-native virtual machine performance, reliability and scalability. “Virtual machines are very easy to create with VMware ESXi, and that has really sped up the amount of work we can do simultaneously,” says Scott. “If I'm working on one site that has a Cisco connection, and I need to connect to another site on that VPN, I can connect to them both at the same time. I couldn't do that before. The net result is we can provide faster, better service to our customers.”

Results

- Decrease customer response time by 25-50 percent. “With the different VPN clients running on VMware ESXi, we get great application performance,” says Scott. “If a customer calls with a simple issue, we can resolve it almost 50 percent faster than we could in the past.”
- Double technical support bandwidth. “Being able to work simultaneously on various VPN clients allows the same amount of technical support staff to tackle nearly double the amount of calls,” says Scott.
- Free up PC resources. “Moving from Virtual PC to ESXi freed up 512 MB of memory on each of our PCs and 20 GB of drive space,” says Scott. “It was nice to have those resources back.”

