



HEALTHCARE 2.0: AXONLAB GETS SWISS MEDICAL PRACTICES INTO SHAPE FOR THE FUTURE

Axonlab

connecting ideas

COMPANY

AXONLAB

WEBSITE

WWW.AXONLAB.COM/ENG

INDUSTRY

MEDICAL AND HEALTHCARE SECTOR

HEADQUARTERS

BADEN-DÄTTWIL, SWITZERLAND

CHALLENGES

- Implementation of a cloud-based solution for Achilles
- Standardised desktops on all PCs in a medical practice
- Work-intensive local installation of Achilles in practices

SOLUTION

In order to support doctors, hospitals and other institutions in the healthcare sector with their current challenges, Axonlab, a provider of diagnostic medical equipment and IT solutions for medical practices, decided to virtualise its own Achilles software and make it available as a cloud solution using the VMware platform of Diso AG.

Digitalisation has taken off in the Swiss healthcare system and is presenting medical practices and hospitals with new challenges. The protection of digitally held patient data, which should be professionally processed and safeguarded, must be given top priority. Medical practices and institutions in the healthcare sector therefore need IT solutions that guarantee an appropriate level of security and which at the same time improve treatment processes thanks to their flexibility, high availability and excellent performance. This then enables doctors to get their practices into shape to face the future and to manage and develop them based on leading-edge technology and the latest standards.

Axonlab, a Swiss service company providing diagnostic medical equipment and IT solutions for medical practices, wished to virtualise its “Achilles” practice software it had developed and make it available as a cloud solution in order to be able to support doctors with the challenges that they face. The people responsible at the company were therefore on the lookout for a suitable technology platform and a partner able to realize such a project.

Company profile

Axonlab is a service company operating in the fields of medical diagnostics, life science and software solutions for the healthcare sector. Working with prominent international supply partners, the company markets innovative systems to hospitals, doctors and the research industry with the aim of making its contribution to people’s health. Axonlab is headquartered in the Swiss town of Baden-Dättwil and has subsidiaries in Germany, Austria, the Czech Republic and other European countries. It employs around 240 people.

Challenge

The medical practice management software Achilles is a solution developed by Axonlab specifically for the healthcare sector. The software is intended to help doctors manage their practices, deliver treatment more effectively, generate accounts on time and increase the security of patient data.

Axonlab wanted to make its own software available in a virtualised form in order to be able to support medical practices already using its software (group practices and single-doctor practices) in Switzerland as well as new practices with modern, innovative solutions. “Many doctors are nowadays prepared to use a cloud-based application and data storage to take advantage of the benefits this offers and they are looking for suitable solutions. This is exactly why we decided to provide a cloud solution in future,” explains Martin Michel, CIO at Axonlab. “The client/server solution installed locally is still available for

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GEORGE NECOLA
HEAD OF OPERATIONS & SUPPORT
AXONLAB

RESULTS

- Development of the cloud version of Achilles
- Easy installation at customer’s premises
- Easy integration of additional medical and non-medical equipment
- Standardisation of the system environment
- Increased data protection and security
- The possibility to access Achilles from outside the practice

VMWARE IN USE

- VMware Horizon DaaS
- VMware vSphere

PARTNERS

DISO AG



SWISS CLOUD WORKPLACE GMBH



those customers who are more reticent about the cloud or for whom a cloud-based application is not an option.”

The management of Axonlab had diverse requirements which the new solution needed to deliver: it needed to offer high availability, store patient data securely and be easy to operate for doctors and practice staff. Additional demands to be met were high performance and the possibility to connect interfaces. Furthermore, support had to be provided centrally and maintenance and installation costs to be kept at a minimum. The platform on which the Achilles Cloud was to be set up also had to offer the identical workplaces with applications and office software through desktop virtualisation to all the staff in a practice.

The solution

Before coming to a decision, Axonlab solicited a number of offers. Finally the company undertook a proof-of-concept trial with a solution from Diso AG based on VMware as well as with a solution from a different vendor. For this purpose, a standard medical practice with five workplaces was equipped with corresponding hardware and software, including Achilles. A series of tests was then performed. “Installing Achilles based on Diso’s VMware platform and integrating the local hardware took very little time. It was also possible to connect additional medical equipment very quickly via the interfaces. This was why, at the end of the day, we decided for Diso and their VMware solution,” says George Necola, Head of Operations & Support at Axonlab.

Axonlab, working with Diso, began to implement the platform, which is based on VMware Horizon DaaS and VMware vSphere, in August 2016. Swiss Cloud Workplace GmbH also provided support for the project. “At the beginning around six people were involved in installing the solution and getting it up and running. We also created the basis for integrating additional medical practices,” says Daniel Meienberg, Head of Sales at Diso AG. The rollout of Achilles Cloud to the first medical practices started a short time later. Today Axonlab is able to add new users itself and to implement Achilles directly on site at customers. “Installation is significantly easier for us thanks to the powerful platform. Providing the required software on every PC or device on site is now so simple and we are in a position to perform this ourselves centrally or in collaboration with Diso,” George Necola explains. All sensitive patient data and other data from medical practices are hosted in one of Diso’s computing centres in Switzerland in order to guarantee maximum security. There is now no need for a local server. “The advantage of the solution is that it is as easy to use as before since the end user doesn’t notice any difference. Only the VDI desktop is new and gives users the advantage of being able to access the required applications from all workplaces,” George Necola adds.

Business Results and Benefits

The Achilles Cloud solution has now been fully set up and a number of medical practices are already using it successfully. It was particularly important for Axonlab that the use of a cloud-based version would limit costs for their customers. And it was precisely this intention that could be met, as Martin Michel explains, “Customers subscribe to Achilles Cloud by means of a monthly licence fee. It is easier to roll out the solution locally in the customer’s practice as the required preparations and tests can take place remotely. Support and updates can also be performed without compromising daily work in the practice, which in turn has a positive effect on costs.” What is more, Axonlab is able to standardise their customers’ local system environment. And doctors are

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MARTIN MICHEL
CIO
AXONLAB

able to connect additional terminal equipment very variably via interfaces in order to make their practice work more flexible and efficient.

“We are very happy with the result. Our collaboration with Diso AG and Swiss Cloud Workplace showed them to be competent and proactive partners. They responded immediately whenever we requested modifications or whenever problems arose. Today our VMware is extremely stable while delivering excellent results,” George Necola explains. Axonlab’s goal for the coming months is to equip more medical practices of existing customers and newly acquired customers with the solution.

Looking Ahead

Based on these positive results, Axonlab is already planning to realise additional projects with VMware. “In a next step we will examine whether we wish to migrate our internal IT system environment to VMware vSphere and how we can exploit further synergies with Diso as our partner in order to remain competitive for the next years,” says Martin Michel with a view to the future.

