

End-to-End

Virtual Desktop Solution for Enhanced Mobility & Productivity

Client Overview

The customer is the largest voluntary, not-for-profit health and teaching hospital system serving the South and Central Bronx, servicing more than one million outpatients and 141,000 emergency visits each year.

The Business Situation

Constantly on the move to treat patients, medical personnel had to repeatedly login/logout desktops at each location, to access emails, data and applications. Disparities in device interfaces caused delays and increased support requests. Aging desktops, with 30% running on obsolete OS (Windows XP), had performance & scalability issues, incompatibilities of traditional applications with the low config desktops (single processor with 2GB RAM), frequent hardware failures, and high latency for media-rich applications. This impacted productivity of clinicians significantly, affected patient care, and increased IT operational costs. Maintaining secure & compliant endpoint devices and data spread across systems was challenging.

The Solution

zDesk Remote, Secure Desktop-as-a-Service (VDI+)

zDesk transitioned the customer from their traditional localized IT landscape, to centralized virtual desktops on Windows 10, improving system & application performance. Standardizations and appropriate user profile settings help eliminate application incompatibility issues. 'Follow-me' desktops enable user session continuity and access from anywhere & any device, with consistent UX, and without the need for frequent logins/logout when 'on the move'. These saved critical time, increased clinician mobility & productivity, and speed of patient care. Costs are reduced through the affordable OpEx model, and centralized IT management. Centralized data storage, robust security, and multi-factor authentication eliminate single points of failure and help meet security & HIPAA compliance requirements.

Client Speak

zDesk VDI Solution is Simple, Scalable and easy to use for our doctors and other medical staff as well as easy to manage for our IT team. In addition the implementation helped us achieve the objective set forth of improved performance and significant savings in the cost of our operations.

- Chief Information Officer

Challenges

- Aging desktop landscape on obsolete OS
- Incompatibility of traditional applications with lower config desktops
- Poor performance of graphics-intensive clinical applications
- Delays due to need for repeated logins at each location
- Reduced productivity of clinicians due to the above
- HIPAA security & compliance vulnerabilities
- High operational costs

Solution Highlights

- Next-gen virtual desktops on Windows 10
- High performing zero layer architecture
- HIPAA, HITECH and NIST compliant
- Single vendor: design, implementation, support

Solution Outcomes

- Highly improved system performance due to centralized virtual desktops on Windows 10
- Up to 2x improvement in application performance
- Response time of 3D imaging applications down to 30-40 secs from 4-6 mins
- 40% increase in productivity due to greater mobility and faster access to applications
 - Reduction of time wasted in logins through follow-me, always-on desktops
 - 30% improvement in patient care, and patient satisfaction
 - 20% increase in no. of patients seen
- 80-90% reduction in desktop incidents
- 70% improvement in security and compliance through zDesk's inbuilt features
- \$60k + in yearly savings due to minimized bandwidth expenses