

Desktop virtualization provides Mental Healthcare center efficient access to EHR

Orbis Medical and Healthcare Centre

About Orbis Medical and Healthcare Centre

Orbis Medical and Healthcare Centre consists of Orbis Medical Center (hospital) and include Orbis Mental Healthcare, Orbis Rehabilitation, Orbis Home Care, Orbis Domestic Help, Orbis Youth Healthcare, two hospices and numerous care centers at various locations. The group is active in the area of health care and services, housing and welfare in the south and central part of Limburg, the Netherlands. Orbis Medical and Healthcare Centre employs approximately 5,000 employees.

The challenge

Orbis Medical Center has been working satisfactorily with Citrix XenApp and PCs that are converted to thin clients. "Our infrastructure needed to be updated to respond to increased functional demands and for performance reasons," said Jos Savelkoul, team Leader at the Information Management department at Orbis Medical and Healthcare Centre and responsible for the IT infrastructure. "Our challenge became very specific when the new Electronic Health Record (EHR) PSYGIS Quarant for Mental Healthcare was not functioning in the old environment, and we were forced to begin with the renewal. Because we intend to merge with Atrium Medical Center in Heerlen, we also wanted to be consistent with the desktop virtualization project that was already started at that site."

The solution

Orbis needed either to update the existing XenApp environment or to make the move to full desktop virtualization. After a joined proof of concept with Login Consultants, the organization selected a VDI solution based on Citrix XenDesktop. "The overall performance for the EHR on XenDesktop was excellent and it was the same technology that Atrium MC was implementing," continued Savelkoul. "Because we have limited IT staff, standardization and efficiency are very important to us. XenDesktop as a growth path for XenApp as well as the continuation of VMware ESX as a virtualization platform for

Name: Orbis Medical and Healthcare Centre

Branche: Mental healthcare

Challenges:

- Existing infrastructure started to become outdated
- New EHR client for Mental Healthcare was not functioning on the existing system
- Future-proof infrastructure appropriate to changing functional requirements and intended merger

Solutions:

- New blade servers and Citrix infrastructure
- Desktop virtualization with Citrix XenDesktop on VMware ESX
- Standardized virtual desktops

Results:

- Smooth introduction of PSYGIS Quarant EHR
- Prepared for scale-up to 2,000 end users and intended merger
- Golden image simplifies system administration and change management

 **Orbis Medisch en Zorgconcern**


Specialists in desktop deployment
& virtualization

XenDesktop was a logical choice. In spring 2013, the new environment went live for 300 concurrent users at Mental Healthcare."

The result

The staff at Mental Healthcare now make satisfactory use of the new EHR and are able to switch between workspaces quickly. In addition, Orbis found the system administration of the new environment to be much easier, because there is only one golden image required for all users. "Orbis now has a flexible environment where change management is simple and also very stable, because possible problems now only impact one virtual desktop compared to the previous shared hosted environment. The new virtual desktop infrastructure meets the requirement that it must be scalable up to 2,000 concurrent users in 2014 – this was already taken into account in the design by Login Consultants – and that it should reflect the technology of our intended merging partner Atrium MC."



Why Login Consultants?

Login Consultants already was involved with the Citrix XenDesktop project at the intended merger partner Atrium to the full satisfaction, and it seemed wise and efficient for Orbis to join in. Savelkoul: "It appears that we did the right thing: cooperation with Login Consultants was very enjoyable. We also got along well with the engineers that supported us onsite. Thanks to short communication lines, we were able to adapt smoothly to changes and implement them very quickly. The match of technology and partner enables Orbis and Atrium

to integrate perfectly, should the merger proceed. At this time, Login Consultants is also involved with the implementation of Single Sign-On, and in 2014 we plan a joined migration project to Citrix XenDesktop organization wide."

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Login Consultants is an independent international IT service provider specialized in End User Computing. We help our clients in finding the optimal balance between IT control and end user flexibility.

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