Healthcare
Imperial College Healthcare NHS Trust

AppSense

Case study

"…The desktop's going to be around for a very long time. Patient care and clinicians depend on it. We recommend AppSense, and we're a tough customer to please "

**Kathy Lanceley,
Deputy CIO for ICH**

NHS
Imperial College Healthcare
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Challenges

- Deliver information rapidly to the point of care
- Enable clinicians to roam between multiple locations
- Support clinician demand for mobile devices
- Accelerate logon times
- Reduce service desk calls
- Eliminate local admin accounts

Solution

- AppSense DesktopNow

Benefits

- Achieved application launch within 30 seconds from initial boot up
- Reduced time to application launch from logon to less than 10 seconds
- Centralized desktop and application management
- Enabled access to a personalized desktop from any location
- Dramatically reduced service desk calls
- Solved profile corruption issues
- Simplified group policy management
- Eliminated local admin accounts

AppSense helps Imperial College Healthcare focus on delivering patient care, not IT

Created in 2008, Imperial College Healthcare (ICH) is one of the largest Teaching Hospitals in the UK, consisting of 5 hospitals across 4 main sites in North West London. IT plays a critical role in all areas of hospital operations, including patient care, diagnostic processes, Finance and HR. "Clinicians need real-time systems," notes Sanjay Gautama, Consultant Anesthetist, CCIO, and Caldicott Guardian for Imperial College Healthcare. "They deal with patients in real time, so we need to deliver information at the point of care in real time."

User profile corruption creates need for change

Profile corruption and slow logon times constantly plagued users, especially clinical staff who moved regularly between the five hospitals and clinical sites. Personalized desktop environments did not follow users. Moreover 900+ applications, many not available in all locations and with varying configurations, further degraded desktop performance and user experience.

"There was no consistency in the desktop experience," recalls Mushtaq Hussain, the organizations Technical Support Manager. "We had over 180 group policies applied to our desktop environment. We didn't know where various policies were applied. And we had issues with users who had local admin rights. Troubleshooting was almost impossible."

"We wanted to create an environment that would be responsive to our users," adds Kathy Lanceley, Deputy CIO for ICH. "We wanted portable profiles and we didn't want to replace our existing environment without getting the boost in performance that would meet the needs of our clinical colleagues."

To address these issues, the IT team set itself a 30 Second Challenge: Clinicians must be able to turn on a computer, boot up, logon and access their entire personalized desktop and applications at any location within 30 seconds. For desktops that are already on, clinical staff can logon and access patient records in just eight seconds.

AppSense meets the challenge

With technology partner Ultima Business Solutions, ICH centralized three separate hospital IT systems and performed a massive upgrade to Windows 7 and Remote Desktop Services 2012 R2, while implementing Microsoft App-V 5.0 for application virtualization. Coupled with AppSense DesktopNow for 7,500 clinical staff, this provides users with an enterprise class desktop and a great user experience from any location and access to applications personalized to them within seconds.

With AppSense DesktopNow, Imperial College can deliver the responsive environment it needs and ensure that the staff stays focused on care, not the distractions of an underperforming desktop. Today clinicians can easily roam between multiple locations while retaining access to applications and resources. They can spend more time with patients, delivering high-quality care.

"It doesn't get much harder than deploying at a major London teaching hospital," concludes Lanceley. "And as much as the mobile environment is taking over, the desktop's going to be around for a very long time. Patient care and clinicians depend on it. We recommend AppSense, and we're a tough customer to please."