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SUCCESS STORY

University Hospital Würzburg Reduces Web-Data Bloat and Accelerates Logon Times

Universitätsklinikum Würzburg

Location: Northern Bavaria, Germany

Industry: Healthcare

Website: www.ukw.de/startseite/

Solutions:

- Integration with existing deployment
- History cleanup and cookie management
- Low total cost of ownershp

Benefits:

- 95% reduction in Webcachev01.dat database size
- 99% reduction in the number of cookies stored on disk
- 66% reduction in web history in database

Situated in Northern Bavaria, Germany, the University Hospital Würzburg is one of the region's largest hospitals and is also home to one of the country's leading training centers for health professionals.

With 19 clinics, including polyclinics, three clinical institutes, five scientific institutions, and three independent departments, the hospital treats nearly 69,000 inpatients and nearly 260,000 outpatients every year. In addition to providing patient care, the hospital has an extensive research facility that focuses on developing new treatments and medicines. In total the hospital employs 6,300 people, making it one of the area's largest employers.

The Problem

Treating a high volume of patients every day, the University Hospital Würzburg (UKW) can't afford to have any part of its infrastructure slow down its staff—especially with the potential impact of any delay being so severe. However, with a large number of users trying to access its IT systems at any one time—and user-profile sizes increasing dramatically—PC logon and logoff times were consistently getting longer. In addition, because of growing profile sizes, the Solid State Drives (SSDs) on the end clients were very quickly approaching capacity.

Andreas Thiele, Head of Identity & Client Management at UKW, explained: "With a large and growing number of users, our systems were coming under increasing pressure to support all the required user profiles, drastically slowing down logon times and impacting our overall productivity. Most pressingly, this loss of productivity was reducing not just the number of patients

our staff could see but also the amount of time they could spend with them."

At the heart of the issue was UKW's Windows-based environment, which primarily uses Internet Explorer as the main browser. This was creating excessive amounts of web data, all of which was being stored for individual profiles. Web data is integrated with core functions leading to web-cache sizes that are double those seen in Windows 7.

Andreas Thiele continued, "Much of this web data, along with other personal settings such as email signatures etc., was being stored in user profiles. As a result, our file sizes for individual users were growing into multiple gigabytes, further impacting the user experience, while utilizing a growing amount of IT infrastructure resource. This was creating an unsustainable situation."

The Solution

To address the situation, UKW began looking for a web-browser management solution that complemented its existing systems. Initially the hospital used a PowerShell script and central software distribution approach, but this failed to deliver a long-term solution.

"Having begun working with Ivanti to improve the user experience, it was important to us that any solution integrate with and complement our existing deployment by our technical relationship manager," explained Andreas Thiele. "We were instantly impressed with the web-browser management capabilities, including appropriate history cleanup and cookie management. Furthermore, unlike some of the script-based solutions we had previously considered that needed constant monitoring, the new web-browser software had a low total cost of ownership that aligned closely with our long-term IT strategy."

Andreas Thiele continued: "The software itself was installed via software distribution on the end-client. From our perspective, it was a major benefit that we were able to orchestrate the configuration from Ivanti Environment Manager, as Environment Manager also compressed the files for optimization. This enabled us to deploy the solution quickly, safe in the knowledge that it was working in tandem with our existing systems, delivering benefits almost instantly."

Web-browser management capabilities remove unnecessary data, reducing the size of users' web browser databases, and give administrators full control over users' browsing data to ensure that only required information is kept. Benefits include reducing the size of web-cache files by 80% to 90%—and the number of cookies on a typical machine in its web cache or on its disk—from typically 5,000 or more to a few hundred.

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The Results

Since deploying a browser-management solution, UKW has seen a range of benefits, including:

- Dramatic reduction in user log-in and log-off times
- A reduction in the size of user profiles leading to cost reductions due to lower data-storage capacity requirements
- Achieved better control over what data is stored, especially web cookies, and the ability to remove old data from cookies and history

Andreas Thiele explained: "From an operational perspective, the reduced log-on and log-off times have enabled our staff to spend more of their valuable time doing what is most crucial—looking after our patients. In a profession where every second counts, the importance of this should not be understated."

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