CASE STUDY

❯❯ *Espírito Santo Saúde* ❮❮

"NoTouch gives us a reliable guarantee in securely managing our entire asset and helps us to resolve problems we face on a daily basis in a much faster and more effective way."

David Vieira, Director of IT & Communication Infrastructure, ESS

The Customer

Espírito Santo Saúde (ESS) is responsible for defining and implementing the Espírito Santo Saúde Group's development strategy in the areas of healthcare delivery and senior residences.

From the time of its founding in 2000, the Espírito Santo Saúde Group has built up an integrated network that includes hospitals, outpatient clinics and residential healthcare facilities, as well as various types of senior residences. Espírito Santo Saúde's vision is to be a healthcare provider recognised as a benchmark of excellence and innovation in medical practice.

The group's mission is clear: to diagnose and treat patients rapidly and effectively, with absolute respect for the patient's

individuality, and to build an organization capable of attracting, developing and retaining exceptional people.

The Challenge

The hospitals of Espírito Santo Saúde Group had already built up a VDI infrastructure. In turn, the group sought a solution to turn away from the traditional desktop environment in favor of a virtualized desktop environment.

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However, the financial challenge associated with acquiring the necessary client terminals created a need for a cost-effective endpoint solution. Together with Ozona Consulting, ESS selected Stratodesk's NoTouch Desktop as an appropriate solution to suit the goals of the Espírito Santo Saúde Group.

The idea was to find a way to utilize the existing hardware together with the group's VDI infrastructure. "The Espírito Santo Saúde Group has a large number of traditional desktops, and finding a way to reuse them was a great challenge. We were looking for a solution that would not only be agile in terms of implementation, but also one that could be centrally managed through a single console."

The Stratodesk Solution

The decision to use NoTouch Desktop from Stratodesk was easy. "We needed something that would work with the various brands of hardware that we currently support, would be easy to deploy, could be centrally managed, and one that could be integrated seamlessly with our existing VDI infrastructure. NoTouch satisfied all of these key demands."

> "With NoTouch Desktop, we are able to extend the life of our devices, and therefore benefit from an even greater return on investment," says Vieira.
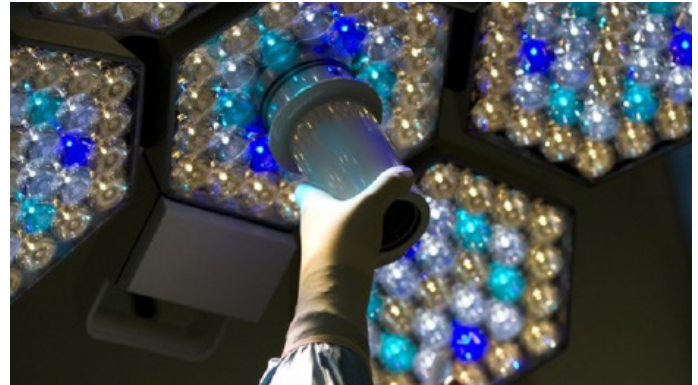
"Deployment of the image is extremely simple and fast, with an image size of only around 280 MB. The updates are also completed at lightening speed. Another advantage is that the transformation can be completed locally; there is no need to collect the equipment from the user."

"Stratodesk's centralized management console, NoTouch Center, makes it all very simple in terms of transforming existing desktops into Thin Clients. Better yet, we know that no matter what brand of device we choose to add to the network, interaction with NoTouch will be consistent both in deployment and end-user experience."

"Aside from the financial advantages of reusing existing hardware, there is also a reduction in environmental impact that is often not taken into account: the end of life of the components and their eventual recycling. By reusing instead of replacing our existing devices, the lifecyle is extended by an average of four years, and therefore generates a smaller amount of waste."

Summary and Future

"The feedback we have received from the end-users has been positive since the first installation. The versatility and speed of deployment generates trust between the various teams that support the solution, and saves us time on problem-solving. This creates added value for the end-users."

"With the centrally managed terminal environment, we are sure that we will be able to address all future challenges quickly and consistently, to the benefit of all users."

> "Desktop virtualization is an essential part of the Espírito Santo Saúde Group IT strategy, and NoTouch has become one of the core technologies in the group's larger IT blueprint," says Vieira.

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