CASE STUDY

SOUTH COUNTY HEALTH

» South County Health «

"Since deploying NoTouch Desktop on our VDI endpoints, we have experienced a reduction of capital costs, labor costs and new deployment time and we were able to reduce the overall IT budget by more than 40%."

Ken Hedglen, Manager of Technology, South County Health

The Customer

South County Health is the preeminent resource for health in Washington County, RI, and beyond. Supporting community-based initiatives that improve health, it encompasses five healthcare entities: South County Hospital, South County Home Health, South County Medical Group, South County Quality Care and South County Surgical Supply. Together, they provide a continuum of care and comprehensive range of advanced inpatient, outpatient and home health services.

The independent, non-profit healthcare organization first opened in 1925. Today, South County Health offers the latest advances in technology and a comprehensive range of medical and surgical services, delivered by expert physicians and highly trained staff.
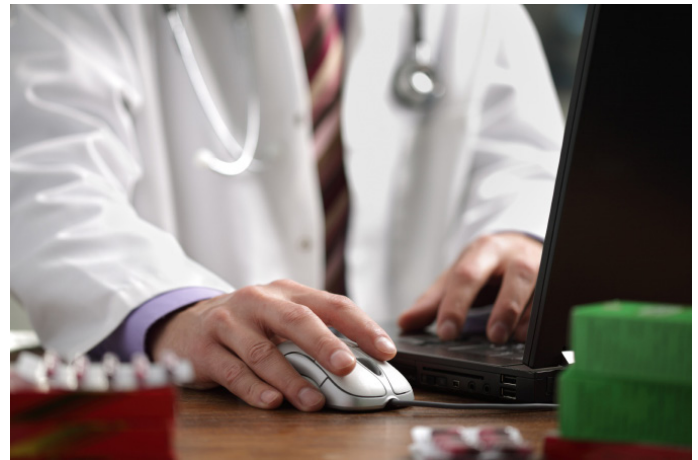
The Challenge

South County Health's 1,500 employees are spread out over 15 locations, and it is up to the 22 staff members employed within the organization's IT department to maintain a highly accessible yet secure VDI environment.

Strict budgets and high PC replacement costs set the organization's Manager of Technology, Ken Hedglen, on a mission to find a feature-rich yet affordable PC repurposing and endpoint management solution that would work together with their existing VMware Horizon View environment.

Specifically, Hedglen was looking for a "boot-to-VDI" solution to repurpose his team's existing client hardware.

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As is common in the healthcare sector, aside from budgetary concerns, Hedglen and his team faced additional challenges when seeking out the ideal endpoint solution. The strict regulations that healthcare organizations must adhere to under the Health Insurance Portability and Accountability Act (HIPAA) created an added concern for security, in order to ensure that the organization is doing its part to handle protected patient information confidentially.

Furthermore, the myriad of peripherals used by physicians, nurses and other staff in a healthcare environment (such as document scanners, barcode scanners, headsets, dictation microphones and USB printers) are critical to South County Health's IT infrastructure, and the VDI endpoints needed to be able to support these devices.

The Stratodesk Solution

After a lengthy evaluation process, Hedglen and his team made the decision to move forward with NoTouch Desktop. The hardware-agnostic nature of the Linux-based solution allowed them to deploy NoTouch on a wide array of existing hardware, including Dell Optiplex devices GX620n, 745, 755, 780, 790, 7010, and Lenovo Tiny M73.

Thanks in part to Stratodesk's close partnership with VMware, NoTouch Desktop connects seamlessly with Hedglen's existing VMware Horizon View environment. Deploying NoTouch Desktop effectively stabilized South County Health's PC replacement budget at approximately $85,000 annually, which is drastically reduced from the $140,000 annual budget that was in place before the implementation of NoTouch.

> "Our PC replacement budget was going up and up each year. Before we started with Stratodesk, our budget was up to $140,000 with projections to increase by 15% each year. Since we've switched to Stratodesk, that budget has been staying at $85,000 per year."
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> Ken Hedglen, Manager of Technology
> South County Health

Additionally, Hedglen estimates that NoTouch Desktop has helped his team reduce the time required to deploy new hardware by approximately 75%. This is largely due to the intuitive, web-based NoTouch Center management console. On average, Hedglen estimates that use of NoTouch Center saves his team 20-30 working hours per week.

With No Touch Desktop, Hedglen found a solution that not only helps South County Health defer hardware replacement costs until they are truly necessary, but also provides comprehensive support for the existing desktop hardware and mission-critical peripheral devices presently used in the healthcare organization's IT infrastructure. South County Health now has over 400 NoTouch Desktop licenses in use throughout its 15 locations.

Summary and Future

South County Health serves as a prime example of how to use NoTouch Desktop to maximize the value of end-user hardware investments within a VDI environment that requires strict security compliance (HIPAA) and comprehensive peripheral support. Hedglen and his team are extremely satisfied with Stratodesk and the NoTouch Desktop product line. As one of Stratodesk's most faithful customers in the healthcare sector, South County Health continues to purchase new licenses on an almost daily basis.

> "Stratodesk allowed us to easily repurpose existing hardware, which reduced our growing PC replacements budget by 40%. We now have over 400 licenses in 15 locations and NoTouch Desktop is our standard for all new devices and all replacement upgrades."
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> Ken Hedglen, Manager of Technology
> South County Health

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