CASE STUDY

»» *Vienna General Hospital* «««

"The switch to Stratodesk significantly lowered costs
and freed up resources to tackle other urgent projects
within the healthcare campus"

Rainer Zlabinger (IT Department, Vienna General Hospital)

The Customer

Vienna General Hospital (German: Allgemeines Krankenhaus der Stadt Wien – AKH) is the university medical center of Vienna, Austria. It is the largest hospital in Austria and the largest university clinic in Europe.

Vienna General Hospital was founded in 1693 and can proudly look back on a distinguished history of more than 300 years. The hospital today consists of eight university institutes, divided into 27 university clinics, 311 outpatient clinics, 51 operating rooms and 1,792 consulting offices. About 9,000 employees work within the Vienna General Hospital campus. Of the staff, approximately 1,600 are physicians and 4,500 allied health and nursing workers attending to patient needs.

Annually, nearly two million patients are treated in the hospital. Additionally, over 11,000 students are enrolled at the Medical University of Vienna.

The Challenge

Running a PC-based infrastructure that requires high support and administrative costs without a centralized administration was the greatest challenge facing the institution. This infrastructure led to a staffing bottleneck, requiring IT maintenance, support and administration to be necessary to each site.

stratodesk

Hiring more IT support staff was never a viable option, so Vienna General was searching for a better IT solution. To ensure maximum availability in such a critical environment would require a highly qualified IT staff as well as secure, fail-safe hardware and software available 24/7. Given these considerations, Vienna General Hospital decided in 2002 to switch to network centric computing architecture. Included in this architecture was the decision to standardize on Thin Client endpoints throughout the campus. This meant the replacement of all their 3,000 PC workstations in the healthcare sector and additionally, replacement of 3,000 PC desktops in the research sector with new hardware.

The Stratodesk Solution

After a comprehensive evaluation process, which involved testing all major Thin Client vendors, Stratodesk was the only vendor that met the needs of this heterogeneous computer network facility.

> "With Stratodesk it became possible to use our existing heterogeneous hardware as well as new thin client hardware," explains Rainer Zlabinger (IT Department, Vienna General Hospital).

But a network-centric approach could not be considered complete without an enterprise grade management tool. Stratodesk's endpoint management software, NoTouch Center, was specifically developed to manage client networks of all sizes, making it ideal for Europe's largest university hospital.

> "The most significant advantage of Stratodesk's management solution is its ability to inherit a client's profile settings. When moving a client to another group NoTouch thin clients automatically inherits the settings of the new group, making the administration process so much easier,especially in a network of thousands of endpoint devices," says Zlabinger.

In phase one, Thin Client devices from Stratodesk and powered by Stratodesk's NoTouch software replaced all office desktops. In phase two all devices in clinical environments, administration offices and walk-in clinics were replaced with Stratodesk NoTouch Thin Clients. It was even possible to replace very specialized PC workstations that had CD drives, Smartcard readers and PC workstations used for picture scanning with Stratodesk NoTouch Thin Clients. In phase three, the plan is to roll out Stratodesk into the research organization. At the completion of phase three, 80% of all endpoints in the Vienna General Hospital will be PCs, Laptops and Thin Clients running Stratodesk's NoTouch software.

Summary and Future Plans

Rainer Zlabinger explains the deciding factor in choosing Stratodesk by saying: "The greatest differentiator between Stratodesk and their competitors is Stratodesk's focus on simple to use, powerful client software along with management and security features; other Thin Client vendors only focus on hardware and forget about possible software problems that occur in day-to-day business."

"After 12 months of intensive testing, with Stratodesk we have finally found a vendor that meets all our technical requirements and offeres us a solution to all of our problems. We are no longer forced to purchase hardware in three-year life cycles, as we are now able to extend the life of our Thin Client hardware much longer.

> "Stratodesk's NoTouch OS allows us to administer our client infrastructure 100% remotely, making it easier and much less costly to administer our network endpoints! The switch to Stratodesk significantly lowered costs and freed up resources to tackle other urgent projects within the health-care campus."