



Business Needs

- Enable its healthcare providers to focus on and enhance patient care without worrying about the technology that enhances that care.

Solution

- LANDesk® Management Suite
- LANDesk® Application Virtualization

Business Benefits

- Reduced the time for software deployments and updates to 2,500 computers from months to a few hours, while minimizing user disruptions.
- Reduced the time to provision a Citrix® server from a full day to minutes.
- Enabled multiple applications to co-exist on the same Citrix server without conflicts, allowing improved workload balancing and fault tolerance through application virtualization.
- Gained detailed, accurate hardware and software inventory reporting on 3,500 computers in minutes.

BryanLGH Health System

Enhancing IT to Improve Customer Care

As a not-for-profit healthcare organization, BryanLGH Health System has two acute-care and several outpatient clinics in Lincoln, Nebraska that provide national award-winning care, encompassing the areas of cardiology, orthopedics, trauma, neuroscience, mental health, women's health and oncology. The healthcare system offers a range of services that include prevention, diagnosis, inpatient and outpatient treatment, rehabilitation, transitional care, home health and education. To help it continue enjoying an 80-year tradition of excellence in providing high-quality, innovative care, BryanLGH leverages LANDesk® Management Suite and LANDesk® Application Virtualization to keep its computer systems up-to-date with the latest healthcare-related technologies and applications.

Rapid Deployment without Disruptions

High-quality patient care comes first and foremost at BryanLGH. And, system uptime is critical to delivering that care. Even slow performance and system bottlenecks could negatively impact the care level provided. "Our healthcare providers need to be able to have 24x7 instant access to patient data and diagnostic tools," says Shawn Trucke, senior systems administrator at BryanLGH Health System. "With that in mind, we need to make sure that our systems are up all of the time so our users can concentrate on taking care of patients. A key part of that means being able to deploy new software and upgrades to systems in a timely fashion with minimal disruptions."

BryanLGH has almost 300 different applications deployed on the more than 3,500 computers distributed throughout its campuses and facilities, from medical imaging systems to retail sales applications, and everything in between. Before taking advantage of LANDesk Management Suite, keeping those systems and applications up-to-date was an overwhelming effort. "We rely heavily on the software distribution capabilities in LANDesk Management Suite," says Trucke. "It would be impossible to have our staff go out and manually install updates to all of our PCs."

For example, when BryanLGH needed to update its electronic medical records system on roughly 2,500 computers spread across multiple campuses, LANDesk Management Suite enabled staff to deploy the update quickly without disrupting user productivity. "I can't even begin to imagine what the deployment would have been like without LANDesk," Trucke says. "At a minimum, it would have taken months, but with LANDesk we were able to deploy the client software to all 2,500 desktops within about two hours."

Similarly, a little over a year ago BryanLGH needed to apply Windows XP SP2 to more than 1,000 of its computers. Once again, LANDesk Management Suite enabled staff to automate the deployment to minimize both IT effort and user disruption. "With LANDesk Management Suite, it didn't take much time or effort to put our service pack update in motion," Trucke says. "We never would have been able to complete it without it. LANDesk literally saved us months of man-hours."

For the XP SP2 update, BryanLGH also took advantage of the deferred deployment option in LANDesk® Management Suite, which gives users the option to defer the installation to a more convenient time. “Some of our users chose to defer the install to lunchtime or at night,” Trucke says. “It worked really nice because it gave them the option to choose when the update would occur, keeping it from disrupting their work. That made everyone happy with us, significantly adding to the success of the process.”

Virtually Fast and Simple

To further simplify its application deployment efforts, BryanLGH also takes advantage of LANDesk® Application Virtualization for provisioning its Citrix® servers. “It used to take the better part of a day to fully provision one of our Citrix servers with new software,” Trucke says. “With LANDesk Application Virtualization, you simply build a single executable for each piece of software, copy them to the Citrix server, and you’re done. There’s no installing or configuring. It makes provisioning our Citrix servers very easy and fast.”

Another advantage that LANDesk Application Virtualization provides BryanLGH regarding the provisioning of its Citrix servers is that it reduces the number of Citrix servers to be deployed. “We have a number of different applications that don’t co-exist well with others, which would require us to dedicate a single Citrix server for each of those applications,” Trucke says. “LANDesk Application Virtualization gives us the flexibility to run all those applications on the same server. Since they’re running in their own space and not really installed on the server, they don’t interact or conflict with each other. It gives us the flexibility to have multiple applications on all our servers so we can implement load balancing, as well as enjoy a level of fault tolerance.”

Innovative, Easy-to-Use, Cutting-Edge Solutions

In addition to facilitating software deployment and provisioning, the LANDesk® solutions also help BryanLGH keep track of what software it has deployed. “Before we bought LANDesk, it was difficult to keep an accurate inventory, and that was problematic if Microsoft needed an exact count of what we had,” Trucke says. “LANDesk Management Suite gives us the ability in minutes to get an accurate picture of the current state of all 3,500 machines, including what is installed on each of them. It greatly simplifies audits. You can quickly retrieve just about any information you need. You just identify the data elements you want, build the appropriate report and you have it within minutes.”

LANDesk Management Suite enables BryanLGH to better manage its IT infrastructure in a variety of ways, while optimizing the overall efforts of its IT staff. “LANDesk Management Suite clearly saves us a lot of time and man-hours,” Trucke says. “Over the past five years since we’ve had LANDesk Management Suite, the number of our desktops has tripled, but our support staff hasn’t.”

Trucke concludes, “LANDesk has been a really good partner with us. They’re always looking to innovate and add new features that we and other customers request. LANDesk solutions are always on the cutting edge, but they’re easy to use and do what we need them to do. Overall, LANDesk Management Suite and LANDesk Application Virtualization enable us to do things we could really never do before.”



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