

## At the forefront of medical ICT

### Scense benefits in Citrix environments:

- Reduce Citrix vDisk imaging costs with at least 80%
- Save hundreds of dollars per application per year
- Applications are available within seconds, company wide
- Deliver, configure and manage all applications
- Reliable user profiles out of the box
- Fast and easy migrations to Citrix environments
- Consistency across all desktop platforms
- Supports 32 and 64 platforms
- Centralized and real time control



IJsselland Ziekenhuis, a hospital in Capelle aan den IJssel, Netherlands remains at the forefront of medical IT. The IT department manages over 1000 PCs, virtual desktops, laptops and tablet PCs, with over 100 physical servers and approximately 300 applications. In the last few years, it has responded to calls for better patient care and increased efficiency, as well as the constant introduction of new medical treatments and techniques, by transforming itself from a problem-solving function into a strategic asset.

### The challenges of medical applications and information

“Delivering applications within a medical institute is quite a challenge”, as IT administrator Menno van den Heuvel explains: “We need to deliver medical services 24x7 and procedures have to be in place that guarantee close to 100% uptime for all IT services.” If the hospital has to resort to paper-based backup, it means poorer quality care for patients and costs time and money, as information has to be digitized later.

*Anywhere and secure access to medical applications and information*  
Menno and his team are confronted with new challenges related to the use of medical applications and information on a daily basis. In contrast with regular corporate application environments, applications in hospitals need to be available on locations IT has no unlimited access to like operating rooms. Next to that, the hospital decided to allow medical personnel to use mobile devices like iPads and other tablets to access medical applications and information. Application access at home was also an important aspect because of medical doctors being on call. And last but not least, the request needed to be addressed to provide applications to public spaces within the hospital including the related security issues.

### Citrix XenApp 6 and Scense Workspace Management 7.5

To address these requirements, IJsselland decided to implement Citrix XenApp 6 and Scense Workspace Management 7.5.

Citrix XenApp 6 because of its capabilities related to controlling and encrypting access to data and applications next to Citrix receiver which allows for medical personnel to use mobile devices to access medical applications and information.

IJsselland uses Scense Workspace Management to guarantee the reliability of the medical applications, to reduce management costs and to increase the user experience within the XenApp environment. Menno summarizes the benefits of Scense Workspace Management within Citrix XenApp environments:

### Huge cost savings on Citrix vDisk Image Management

Best practices recommend vDisk images to be ‘read only’ resulting in a loss of all changes after a reboot of the related App-V servers. All Windows updates, security updates and other application updates or new applications need to be addressed manually by IT. The result is long hours of manual installations, regression testing and fixing with a high risk of mistakes resulting in nonfunctioning applications. Scense reduces the amount of time needed for building a new image from days to minutes.

“Our Citrix Implementation was successful just because of Scense”

**About Menno van den Heuvel**

Menno van den Heuvel is one of the hospitals IT administrators. Menno has over 15 years of experience with the implementation and management of application, desktop and server virtualization solutions within medical institutions.

Menno explains: “With Scense Workspace Management the base image and related XenApp servers are automatically rebuild from scratch every time the vDisk image needs an update. All applications, policies and other configurations are implemented without any manual labor. The resulting App-V servers will be reliable and up and running in no time. In a 24x7 environment like a hospital this is a must have requirement”.

**Instant availability of even the most complex medical applications**

Because of the complex nature of medical applications, IJsselland uses a mix of the security capabilities and transparency of XenApp and Citrix receiver in combination with Dynamic Application Control of Scense.

Scense’s Dynamic Application Control allows for new applications to be available within seconds. There is no need to update the base image for new applications to be available. After importing a new application in the Scense database, Scense will deliver, configure, manage and maintain this applications on the fly while adapting to the user’s context.

Menno explains: “Many of our medical applications need additional attention to function properly. Attention that cannot be offered by regular packaging or virtualization techniques. Scense offers the capabilities we need to offer fully functional and context adaptive virtual or locally installed applications to our medical doctors, nurses and other staff. “

Menno continues: “Scense allows us to deliver new applications, updates and patches in seconds to our users and in combination with the capabilities of Citrix receiver, medical personnel use iPad’s to access medical applications and information while visiting patients.”

**Finally consistent User Profiles in XenApp environments**

The hospital decided to implement Scense Live profiles to guarantee a consistent user experience with its desktop environment. Attempts to deliver reliable user profiles in the past failed because of profile inconsistency and corruption.

Menno explains: “We have invited multiple vendors to showcase their profile virtualization solutions. All vendors had one or more drawbacks. Some of them needed too much preparation time, others didn’t offer cross platform capabilities or were unable to be used with App-V: a must have within our hospital. Scense Live Profiles offers all the advantages the other vendors offered without the disadvantages: it was fully cross platform capable, runs out of the box and supports virtualized applications.”

**Menno concludes**

We have been using Scense Workspace Management for years and have enjoyed its flexible and powerful architecture year after year. Implementing Citrix XenApp 6 was a short, easy and successful projects just because of the fact that we were using Scense Workspace Management.

For more information about Scense, please visit the company's website at: [www.scense.com](http://www.scense.com) or call: +31 10 409 0999

