Healthcare
Sunrise Health Region

AppSense®

AppSense DesktopNow helps Sunrise Health Region cut costs on Windows 7 migration and increases user productivity

Challenges

- Adherence to personal information protection regulations

- A mobile workforce that was experiencing logon times ranging from 5-30 minutes

- Seamless user migration from Windows XP to Windows 7

- A crumbling IT infrastructure requiring overwhelming support for maintenance operations, server crashes, profile management and applications that were not compatible

- Limited time for proactive IT projects to improve service levels for clinicians (more than 90% of the team's time spent on "fire-fighting" tasks)

- User mobility and new employee onboarding

Solution

- AppSense Environment Manager
- Citrix XenDesktop and XenApp
- Dell Wyse Terminals
- HP Servers & Storage
- Imprivata Authentication
- VMware vSphere Hypervisor
- Unidesk Management

Benefits

- User virtualization that manages a diverse combination of users, apps and data across the enterprise desktop environment with powerful user-based policies and personalization

- Vastly improved logon times

- New computer deployment improved from 4-6 weeks to less than half a day

- A simplified Windows 7 migration without requiring users to recreate profiles, settings, and post migration training and support

About Sunrise Health Region

Sunrise Health Region stretches from the breathtaking beauty of the Qu'Appelle Valley to the northern boreal forest, and from the bountiful parklands of the Manitoba border into the rich Saskatchewan prairie farmlands. Sunrise serves 58,000 people – two-thirds living in the area's comfortable, warm, friendly cities, towns and villages, and 1,600 living in the historic First Nations.

Managing sensitive data in a challenging IT environment

Like many countries with personal privacy compliance requirements, Canada has implemented the Health Information Privacy Protection Act (HIPPA), which sets strict ground rules for how organizations may collect, use or disclose personal information in the course of their activities. An approach to support compliance with HIPPA is to ensure that personally identifiable data is not present on endpoints such as PCs and laptops, by centralizing it in the data center so it can be better managed and could not be stolen or compromised.

In Saskatchewan, there are 13 regional health authorities, with the Sunrise Health Region (www.sunrisehealthregion.sk.ca) being the third largest employing more than 3,000 people.

In its ongoing effort to ensure regulatory compliance while delivering the greatest possible patient healthcare, Sunrise Health explored ways to improve its e-healthcare initiative to provide anytime, anywhere access to health records. To do so, it had to first address a failing IT environment that was facing increased demands from the organization. "We were spending a lot of time maintaining a crumbling infrastructure with support for server crashes, profile corruption and apps that were not compatible," said Sheranga Jayasinghe, Director of IT, Sunrise Health Region. "To make a concerted move to electronic health records, we had to first reduce the overwhelming need for support and maintenance activities that was keeping us from being proactive."

Sunrise Health's challenging IT environment was also creating issues for clinicians in delivering consistent high quality healthcare. With all of the organization's applications hosted at a third party location (which all 13 regional health authorities connect to) logon times could range from 5 minutes to 30 minutes depending on the time of day and system load. To further complicate matters, most of Sunrise Health's users are mobile, moving between buildings, offices, operating rooms and other locations throughout the day, resulting in as much as an hour and a half a day being wasted on logging in, rather than attending to patients. Consequently, there was a poor adoption of clinical applications among users and a high volume of support calls hitting the IT help desk.

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>
> **Sheranga Jayasinghe, Director of IT, Sunrise Health Region**

Virtualization reliance for IT support and improves user experience

After researching alternatives, Sunrise Health decided that virtualization was the best approach because of the cost savings, ease of deployment and reduction in ongoing maintenance. The organization started with the datacenter; virtualizing 95% of its servers, which created the foundation for virtualizing the desktop, user profiles and applications. In addition, with Windows XP End of Life fast approaching, Sunrise Health took the opportunity to migrate from Windows XP to Windows 7, which would normally have required users to recreate profiles and settings – a task Jayasinghe was concerned end users would not support.

Sunrise Health selected AppSense Environment Manager because it reduces the time, cost and complexity of Windows 7 migrations without requiring users to recreate profiles and settings. AppSense Environment Manager also enables IT to deliver a personalized, secure desktop experience to any desktop, on any Windows OS, regardless of where the user is, the device they are using or how the desktop and applications are delivered to them. Additionally, AppSense Environment Manager was well suited to manage Sunrise Health's diverse combination of users, data, and the nearly 300 applications used across the organization including complex applications such as the picture archiving and communications system (PACS) and a pharmacy app across its enterprise desktop environment; accomplished by providing precise user control and a powerful user-based policy and personalization engine that delivers context aware settings to any desktop.

The rollout of AppSense went very smooth and Sunrise Health was able to perform a seamless migration to Windows 7 at reduced time and cost while ensuring maximum user uptime, productivity and acceptance. The IT group was able to capture user settings from the Windows XP desktops immediately and seamlessly, which in turn allowed users to logon from any computer with their settings and preferences in tact and the ability to print from any printer within the network. In addition, logon times improved dramatically.

"AppSense ensures Sunrise Health workers will always receive a consistent, predictable, secure and personalized working experience across all Microsoft Windows desktops regardless of delivery method, without the need for cumbersome profiles or scripts," said Jayasinghe. "AppSense controls what data and settings are retained, what users have access to, how they access it, and what they can do with it, while giving IT staff the centralized control and user policies needed for compliance and standardization."

AppSense also empowered the Sunrise Health IT department to greatly improve the deployment of new computers from 4-6 weeks to less than half a day. "AppSense has simplified and enhanced the functionality that our complex GPOs would have done in the past," adds Jayasinghe. "Our IT team is happy because we have been able to reduce the use of GPOs since AppSense Environment Manager now manages user settings on a much more granular and flexible basis. Now we tell the user to plug in their new computer and they're good to go, safe in the knowledge it is dynamically configured and personalized as soon as they login.

"Prior to we spent a considerable amount of time troubleshooting user profile issues. Now with AppSense in place we do not have these costly support issues anymore and instead we are able to be much more proactive and dedicate that time to implementing new projects."

In the future, Sunrise Health is considering the use of AppSense DataNow to further accommodate its mobile workforce with BYOD, since clinical applications are not optimized for iPads and similar devices and allowing data on them can create compliance challenges. AppSense DataNow enables anywhere data access for users from existing IT storage infrastructure, without incremental IT infrastructure storage requirements. With AppSense DataNow, IT maintains complete control over where critical data is stored and how it is accessed while ensuring user productivity. Sunrise Health prefers AppSense DataNow over traditional data access solutions because of privacy issues.

"Working with AppSense has been a great experience for us and we look forward to expanding their solutions into our enterprise. We are even promoting AppSense with other healthcare regions," says Jayasinghe. "Aside from all of the obvious benefits of the solution, the biggest thing that we experienced is how easy it was to work with AppSense. It feels like you're working with a colleague."

About AppSense

AppSense is the global leader in User Environment Management (UEM) with over 3,000 enterprise customers worldwide that have deployed to over 7 million desktops. AppSense DesktopNow and DataNow enable IT teams to deliver the ultimate user experience and productivity across physical and virtual desktops while optimizing security and reducing operational and infrastructure costs. The company is headquartered in Sunnyvale, CA with offices around the world.