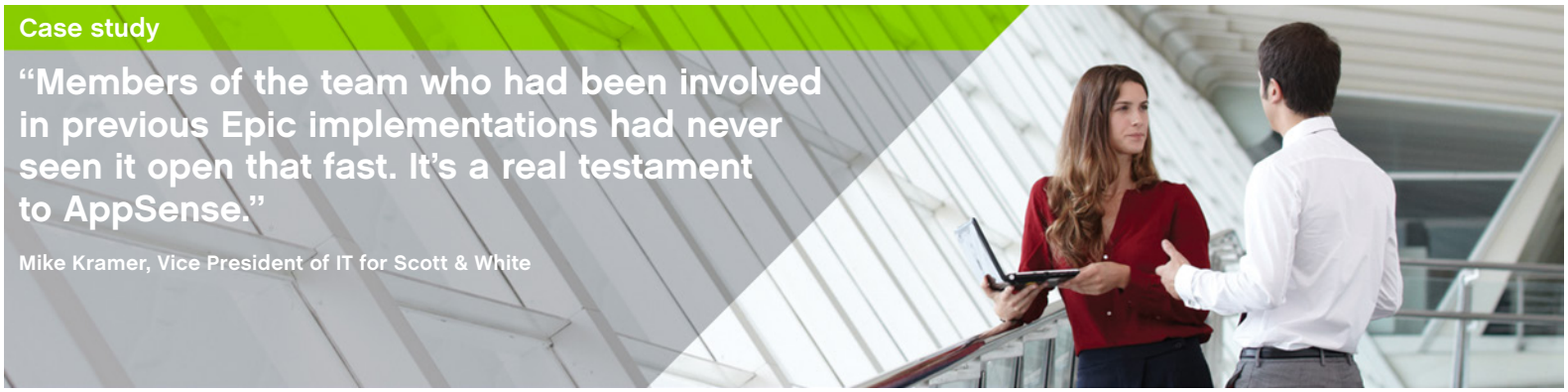
Healthcare
Baylor Scott & White Health Central Texas

AppSense

Case study



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Mike Kramer, Vice President of IT for Scott & White

Baylor Scott & White HEALTH

AppSense improves end-user experience and Epic Systems EMR performance at Baylor Scott & White Health Central Texas helping them deliver better patient care

Challenges

- Long and inconsistent application login times
- Profile bloating and corruption impacting user experience and patient care optimization of systems and hardware
- A rapidly growing user base stretching IT operations and hardware resources
- Desktop "loss of control" issues, as end-users required admin rights to install key applications.

Solution

- AppSense DesktopNow

Benefits

- Greatly improved time to launch Epic
- Reduced Windows logon times
- Eliminated profile bloating and corruption
- Reduced IT Support calls
- Maximized use of systems and hardware with centralized management
- Controlled Windows Privileges on a per application basis to balance security and user productivity

About Baylor Scott & White Health

Baylor Scott & White Health is a not-for-profit health care system with total assets of $8.3 billion* and the vision and resources to offer its patients continued quality care while creating a model system for a dramatically changing health care environment. The new system includes 43 hospitals, more than 500 patient care sites, more than 6,000 active physicians, 34,000 employees and the Scott & White Health Plan. For More Information visit: www.BaylorScottandWhite.com.

User experience and Epic Systems implementation drive virtualization strategy

As a leading healthcare provider, Baylor Scott & White Health emphasizes delivering quality patient care at every level. A large part of the organization's ability to deliver this commitment is dependent on IT ensuring that staff, clinicians and other employees have reliable access to the system and applications they require in order to do their jobs efficiently and effectively.

Because Baylor Scott & White Health was experiencing significant expansion through mergers and acquisition, as well as through the organic growth, IT was presented with new challenges and opportunities. Within an 18-month period, the organization had opened more than a dozen new clinics as well started construction on a new hospital with additional facilities.

Desktop management and performance, including user profile management, was proving increasingly difficult as Baylor Scott & White Central Texas continued to add new users to its Citrix environment. Profiles would become corrupt or bloated, taking too long to load. Consequently logon times began to increase, sometimes up to five minutes, prohibiting users from accessing the applications needed to provide patient care and the organization's IT support desk found itself deleting an average of four to eight profiles a day.

In addition to maintaining support for its current systems, Baylor Scott & White Health Central Texas was also intent on delivering a next-generation EMR platform with Epic. This would make patient data readily available to clinicians from anywhere within the system. This implementation would help reduce the requirements on IT as well as decrease the number of applications running on the system from more than 400 to less than 250.

"Our IT department operates on the basis of just-in-time and we had built our system using a best-of-breed approach, which allowed us to deliver the right solutions the way we wanted," said Mike Kramer, Vice President of IT for Baylor Scott & White Health Central Texas. "The Epic implementation provided us with the opportunity to drive greater efficiencies for our department and our users while also addressing the system issues related to performance."

*based on unaudited fiscal year 2013 financial statements.

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Mike Kramer,
Vice President of IT for Scott & White

AppSense delivers significant improvements for Epic end users

To help with the implementation of Epic and improve user experience, Baylor Scott & White Health Central Texas turned to AppSense, which is leveraged by healthcare organizations around the world to: eliminate user profile corruption; provide faster logins to desktops and applications (including EMR applications); reduce application response times and the inconsistency of response times; improve user density on XenApp servers and enhance the overall quality of service.

The successful Epic implementation, facilitated by AppSense, allowed Baylor Scott & White Health Central Texas to achieve HIMSS Electronic Medical Record Adoption Model Stage 6 with Computerized Practitioner Order Entry, which in turn will help with Meaningful Use Attestation. In particular, AppSense’s assistance in improving performance helped Scott & White generate unprecedented time to access Epic:

“Prior to AppSense, login times for Epic were often close to a minute, with AppSense we reduced initial logins to less than 11 seconds,” said Kramer. “Members of the team who had been involved in previous Epic implementations had never seen it open that fast. It’s a real testament to AppSense.”

AppSense has allowed Baylor Scott & White Health Central Texas to greatly improve the experience for its end-users. Issues with bloated and corrupt user profiles have been resolved and the team has not had to delete a single profile since AppSense was installed. IT savings of between 30 minutes to 1 hour per day have been achieved through not having to find and delete profiles, not to mention the time savings and reduced frustration for the end-user community.

With AppSense Baylor Scott & White Health Central Texas has a much more stable and manageable computing environment. The system, using AppSense to ensure process level fair sharing and optimized for real memory allocation, can now accommodate up to 1,700 concurrent user sessions. With more than 70 users on an individual server, utilizing close to 70 percent CPU, a spike or errant process no longer impacts those users or requires migrating users to a different server because AppSense ensures the server remains stable and individual users are effectively isolated from each other. Additionally, updates are also significantly faster, requiring minutes instead of hours, as AppSense is utilized to create the configuration change offline during the day, testing it, and then pushing it out at night.

To further leverage AppSense, Baylor Scott & White Health Central Texas took an application that required local administrator privileges to run and was able to give the end-user full admin rights for that specific application without having to open up the whole desktop. With AppSense Application Manager, the organization was able to balance security and usability while ensuring high levels of patient care.

“AppSense helped us tackle critical IT initiatives while positioning our department, our users and our organization for future success,” Kramer said. “Everything about our experience in working with the solution and the company at-large was a pleasure.”

About AppSense

AppSense is the leading provider of enterprise workspace management solutions that enable productive, secure workforces across desktop and mobile environments. The AppSense workspace management suite has been deployed by over 3,000 customers worldwide with over 6 million endpoints under management. Our solutions including DesktopNow, MobileNow and DataNow reduce IT complexity and improve the deployment and management of devices, applications, and data across the enterprise. The company is headquartered in Sunnyvale, CA with offices around the world.

Contact us

For more information on our IT solutions visit **appsense.com** or email us at **iwantoknowmore@appsense.com**