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Imperial College Healthcare

Today clinicians can easily roam between multiple locations while retaining access to applications and resources. They can spend more time with patients, delivering high-quality care. "As much as the mobile environment is taking over, the desktop's going to be around for a very long time. Patient care and clinicians depend on it. We recommend Ultima, and we're a tough customer to please."

- Kathy Lanceley, Deputy CIO, Imperial College Healthcare

Imperial College Healthcare NHS Trust

Employees 7,500
Sector Healthcare

Created in 2008, Imperial College Healthcare (ICH) is one of the largest NHS trusts in the UK, providing care for around a million people every year. Across five hospitals and a growing number of community services in north west London, ICH has a rich heritage and an ambitious vision for the future of their patients and local communities.

www.imperial.nhs.uk

The Requirement

Profile corruption and slow logon times constantly plagued users, especially clinical staff who moved regularly between the five hospitals and clinical sites. Personalised desktop environments did not follow users. Moreover 900+ applications, many not available in all locations and with varying configurations, further degraded desktop performance and user experience.

"There was no consistency in the desktop experience," recalls Mushtaq Hussain, the organisations' technical support manager. "We had over 180 group policies applied to our desktop environment. We didn't know where various policies were applied, and we had issues with users who had local admin rights. Troubleshooting was almost impossible."

The Solution

ICH centralized three separate hospital IT systems and performed a massive upgrade to Windows 7 and Remote Desktop Services 2012 R2, while implementing Microsoft App-V 5.0 for application virtualisation. Coupled with AppSense DesktopNow for 7,500 clinical staff, this provides users with an enterprise class desktop and a great user experience from any location and access to applications personalised to them within seconds.

With AppSense DesktopNow, Imperial College can deliver the responsive environment it needs and ensure that the staff stays focused on care, not the distractions of an underperforming desktop. Today clinicians can easily roam between multiple locations while retaining access to applications and resources. They can spend more time with patients, delivering high quality care.

> "We wanted to create an environment that would be responsive to our users," adds Kathy Lanceley, deputy CIO for ICH. "We wanted portable profiles. And we didn't want to replace our existing environment without getting the boost in performance that would meet the needs of our clinical colleagues."

Kathy Lanceley
Deputy CIO | Imperial College Healthcare NHS Trust

The 30 Second Challenge

IT plays a critical role in all areas of hospital operations, including patient care, diagnostic processes, finance and HR. "Clinicians need real-time systems," notes Sanjay Gautama, consultant anesthetist, CCIO, and Caldicott Guardian for Imperial College Healthcare. "They deal with patients in real time, so we need to deliver information at the point of care in real time."

To address the issues of boosting performance and creating a responsive environment for IT users, the IT team set itself a 30 second challenge: Clinicians must be able to turn on a computer, boot up, logon and access their entire personalized desktop and applications at any location within 30 seconds. Now, for desktops that are already switched on, clinical staff can logon and access patient records in just eight seconds.

The Benefits

› Reduced logons from 4 minutes to 30 seconds, increasing productivity and time spent with patients.

› Solved profile corruption issues and dramatically reduced service desk calls.

› Enabled access to a personalised desktop from any location; and centralised desktop and application management.

› Simplified group policy management and eliminated local admin accounts.

About Ultima

Ultima's mission is to become the trusted long term IT partner of UK businesses by providing robust, reliable and flexible solutions which bring real business benefit.

Ultima's services-led proposition delivers a range of refreshed IT solutions designed to address the latest business needs including Cyber Security, Risk, GDPR (General Data Protection Regulation), Mobility and Cloud.

Based on an integrated delivery model encompassing Fulfilment, Professional Services and Managed Services offerings, Ultima provides a seamless service experience for all their customers.

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