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VDI achieves new levels of productivity in hospitals

Success story I RWTH Aachen University Hospital

Starting point

It was a strategic decision for the RWTH Aachen University Hospital: They had to bring their IT system up to date if they wanted to get the most out of it. Citrix UniconOS (eLux) and Citrix UniconOS Management (Scout) were the answer to their problem, as they offer high levels of performance and security and can be integrated seamlessly into the hospital's existing IT infrastructure. The hospital's IT landscape keeps its finger on the pulse–with 1/6 Network Computers (NC) and another 7,000 PCs in its arsenal, it is equipped with the best, most cutting-edge technologies. The NCs are real heroes in critical areas of the hospital. Where conventional devices with cooling fans are a no-go, for example in operating theatres, anterooms and intensive care wards, the NCs ensure that everything runs smoothly. They are indispensable in the nursing wards, as well. The hospital's main application system, the HIS (Hospital Information System), is a Citrix application, which made opting for UniconOS the obvious choice.



Challenge

The IT structure at RWTH Aachen University Hospital has undergone an impressive transformation in recent years. The figures speak for themselves–starting in 2009 with 800 clients, the hospital has continuously increased its IT capacity to 1,300 endpoints. The clinic wasn't done there, though–it set itself the ambitious goal of implementing an efficient single sign-on system and adopted Microsoft Teams to facilitate smooth internal communication. To make this happen, they introduced UniconOS (eLux) in 2011 that revolutionized employee workflow. This investment has more than paid off–after all, to maintain operations at the highest level and ensure optimal care for its patients a hospital simply needs a state-of-the-art, efficient IT infrastructure.

"We knew we had to replace a large number of clients but didn't know how to. We were afraid of long downtimes and unnecessary complications. Once we had talked to UniconOS though, we knew it could be done."

— Dirk Drexler, Team Leader Client Systems at ZDFin

UniconOS solution

As a result of many years of cooperation with RWTH Aachen University Hospital, they were well familiar with the UniconOS Management (Scout) console and the UniconOS (eLux) operating system, which can be customized using the Elias modular system. To update their IT systems (currently 1,338 clients), the hospital imported a simple CSV file into the UniconOS Management (Scout) console and quickly assigned appropriate groups.

In addition, they created new images in Elias and tested them on selected doctor test clients before using them. As a result, the exchange itself ran smoothly and automatically. The staff didn't have to worry about configuring the new clients and in no time at all, the hospital's IT systems were up and running.

However, the hospital was faced with new challenges when using Microsoft Teams, which was pushing their old hardware to its limits. All they had to do in this case though was upgrade their Citrix server farm to the latest version that supports Teams.

The hospital is brimming with ambition and has plans to expand the dictation software for doctors on the network computers. It also wants to expand its IT infrastructure further and use even more NCs on its premises. To make this happen, RWTH Aachen University Hospital wants to work closely with UniconOS to future-proof its IT systems.

"Major advantages of using UniconOS are that you can manage devices centrally and implement applications and configurations on the devices. If a device doesn't work, replacing it is effortless and functionality isn't compromised."

— Michael Jügel, Head of Infrastructure/Information Technology Department at RWTH Aachen University Hospital

Cost efficiency with UniconOS

This is where thin clients or network computers paired with UniconOS make a difference. UniconOS has helped RWTH Aachen University Hospital improve its IT infrastructure, achieve huge savings, and reduce both acquisition and support costs.

"When comparing a conventional office PC and UniconOS's flexible licensing model, you can save approx. €150 per device, which amounts to impressive savings of €150,000 on 1,000 devices," explains Thorsten Kern, Group Head of Asset Management. However, you do need a VDI solution such as Citrix or VMware in place to benefit from the advantages in the long term. Bearing this in mind, UniconOS offers a highly efficient and cost-effective solution for companies of all sectors and sizes.

Note: At the time, Unicon was not yet part of Citrix. Today, the potential savings would be even greater, as UniconOS is now included as part of the Citrix entitlement.

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Sector:
Healthcare

1,338
Endpoints:
1,338 UniconOS clients

9,000
Employees:
approx 9,000



Learn how Citrix UniconOS helps healthcare teams support secure, centrally managed endpoints.

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