Columbia Memorial Hospital

"When I came on board as CIO, desktop virtualization was one of the major projects that we needed to implement—and so far our use of VMware View has been very, very successful within our organization."

— Cathy Crowley
   CIO, Columbia Memorial Hospital

KEY HIGHLIGHTS

Challenge
Upgrade desktop environment within health care setting.

Solution
VMware View™ provides a desktop virtualization solution that delivers applications more effectively while simplifying administration and reducing costs.

VMWARE AT WORK

VMware View, featuring
• VMware View Composer
• VMware View Manager
• VMware vSphere™ for Desktops (includes VMware ESX® Server and VMware vCenter™ Server)

Deployment Environment
• ESX Server running on IBM BladeCenter HS22 blades connected to an EMC CLARiiON CX4 SAN
• Client devices: Wyse thin clients
• Guest operating systems: Windows XP Professional, with plans to migrate to Windows 7 as application support allows
• Virtualized applications: MEDITECH health care information software, Allscripts Emergency Department software, eClinicalWorks electronic medical record software, Amicas PACS imaging software, Spacelabs biomedical monitoring software

At Columbia Memorial Hospital in Hudson, New York, the motto is "Patients First." This simple philosophy drives all decision making, from facilities development and hiring choices to the undertaking of new technologies.

The hospital kept this attitude in mind when it was upgrading the desktop environment that supported the hospital. "We have approximately 25 different sites spread out among three counties here in upstate New York," says Cathy Crowley, chief information officer of Columbia Memorial. "The more efficiently we're able to provide desktops and critical health care applications to the providers at those locations, the better they'll be able to serve our patients. That's why we started looking at desktop virtualization."

VMware View™—the industry's first purpose-built solution for delivering desktops as a managed service—made it easy for Columbia Memorial to create and manage virtual desktops that provide physicians with access to a wide array of health care applications.

"We can roll out any application we want to the virtual desktops just by updating the master desktop image," says Michael LaForge, network administrator at Columbia Memorial. "That's a far cry from having to physically visit the remote locations to install the application."

In addition to simplifying desktop management, this capability puts more tools in the hands of health care providers. "With VMware View, our physicians don't just have access to lab reports," says Crowley. "They can see actual X-ray images, access emergency department records and even monitor biofeedback if a patient's in a critical care situation. All the applications they need are right there at their fingertips, giving them a more global picture of their patients than ever before."

Results

• **Use IT resources more effectively** – "VMware View gives us everything we need to centrally manage, support and maintain our desktop environment," says LaForge. "When you have as many remote locations as we have—and as small an IT staff as we have—it's incredibly important to be able to manage your systems without actually visiting each system."

• **Save $45,000 in capital expenses** – "As a desktop solution, VMware View was very cost-efficient for us," says Crowley. "When you compare the cost of a thin client device versus a PC, and then multiply that by the number of devices that we need, and factor in management and resource costs, the savings are substantial."

• **Increase accessibility of health care applications** – "Our providers have found it extremely beneficial to have all their files and applications—all the tools that they use on a daily basis—available on a desktop that they can access from any workstation," says LaForge. "And with VMware View, we can seamlessly add applications to their desktops as we move forward without having to go out and touch all the different desktops and use a lot of resources."

• **Reduce bandwidth requirements by 66 percent** – "The VMware View PCoIP technology is just fantastic," says LaForge. "When we switched from RDP protocol to PCoIP, we saw a two-thirds drop in traffic on our network. As a result, we were able to increase the number of devices out in our clinics while actually decreasing the bandwidth required. That's great news for doctors who need to work with large image files or real-time biofeedback data."

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CUSTOMER SNAPSHOT