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13 letters that spell years of work: CONSOLIDATION

US health network revolutionizes its operations with Citrix

One easy-to-manage IT environment

The University of Vermont Health Network (UVMHN) IT organization had one simple goal in mind, standardize. First comes standardizing the electronic health record platform. Next is deploying one digital workspace infrastructure across the entire seven-member healthcare network. Citrix Workspace will be the foundation for the health system's infrastructure.

The team made a fact-based decision in choosing the technology platform onto which it would consolidate its operations. "Based on our experience with the two platforms, it was easy for us to say that Citrix offered a virtual desktop solution that could replace what we were doing with VMware Horizon View," says Lisa Pratt of University of Vermont Medical Center (UVMMC). "On the other hand, we could not say that VMware offered a virtual apps solution that could replace what we were doing with Citrix Apps."

She adds, "VMware technology could not deliver what we needed when it comes to Epic electronic health records and the many other apps that are integrated into Epic." At the time when the team started the project, VMware did not provide app virtualization support for the version of Epic that was in use at UVMMC.

One technology platform for users

The team chose to deploy one Citrix farm to meet its needs. The environment is managed from one interface at UVMMC. Today, the UVMMC IT leaders have completed the consolidation onto Citrix Virtual Apps and Desktops.

This replaces the old environment in which the team used Citrix Apps to deliver Epic to physical PCs as a virtual application. Inpatient floors in the hospital had a different technology infrastructure: there, thin clients were connected to a VMware Horizon View virtual desktop environment. As part of this initiative, the team recently migrated that technology infrastructure from View to Citrix Virtual Desktops. Today, all of the inpatient floors are up and running on Citrix.

One interesting offshoot of the team's Citrix deployment is the availability of Dragon Medical One from anywhere.

THE
University of Vermont
HEALTH NETWORK
Medical Group

Industry
Healthcare

Location
USA

Citrix products
- Citrix Content Collaboration
- Citrix Endpoint Management
- Citrix Workspace
- Citrix Virtual Apps and Desktops

Key Benefits
- Consolidation will revolutionize the entire health network's operations

This has occurred because of its compatibility with Citrix Virtual Apps and Desktops. With the ability to perform dictations from any device, the physician workflow became more efficient by allowing providers to perform dictations right in the room as opposed to having to go to a dedicated PC for dictations.

At this point, the team also has completed another important initiative: managing email on a cloud platform. Microsoft Exchange mailboxes have been moved to one Office 365 Exchange online tenant.

One other thing is noteworthy. The group is going one step farther with its consolidation and simplification initiative by moving to Dell EMC VxRail and VxRack hyper-converged infrastructure (HCI) platforms.

Citrix Workspace: purpose built for modern healthcare workers

Citrix Virtual Apps and Desktops are essential components of Citrix Workspace, an intelligent workspace platform that is purpose-built for the modern healthcare worker. Users will capitalize on Citrix Workspace capabilities in each new stage of this initiative.

Users will have the ability to collaborate and directly access Workspace App

Another part of the team's transition plan is to "front-end" OneDrive for Business with Citrix Content Collaboration, a cloud-based file sync and sharing solution.

The team also has an on-premises Citrix Endpoint Management instance that it plans to move into the cloud. Additionally, they plan to put a ShareFile connector – Drive Mapper – inside of the environment so that users can actually get to OneDrive for Business files without synching.

Sometime after November 2019, the end goal is for all of the users in respective partner hospital domains to be consolidated into one unified Active Directory domain. Once migrated into that new domain, they will be able to directly access Workspace App.

The team will begin to migrate users to the new Workspace App domain in 2020. Providing users a new look and feel with integrated desktops, apps (virtualized, SaaS, web etc.) SSO, files, and more. By 2020, everything will be available to users from one pane of glass.

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Lisa Pratt
IT Enterprise Architect
Team Lead
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Medical Center

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