CASE STUDY

Huntsville Hospital Case Study

tricerat

The Customer

Huntsville Hospital is one of the largest hospitals in Alabama with 5,800 employees and 881 beds. With over 300 servers and an ever-expanding number of local and remote employees, Huntsville decided to invest in VMware's VDI solution in order to streamline and simplify a complex environment that had to operate in an intensely regulated field.

Currently Huntsville Hospital has 2,370 virtual desktops and hundreds of remote users running on their system. In an industry where every minute counts, it was crucial that all aspects of their computing environment be controlled, efficient, and fully functional.

Finding a Balance

Many aspects of Huntsville Hospital's user workspace environment greatly improved with the introduction of VDI. VMware provided a centralized management system that streamlined system control and gave the ability to secure sensitive information in a datacenter, allowing the hospital to markedly tighten system security. Heightened user workspace control was critical for Huntsville Hospital because of the strict regulation policies in the healthcare industry. VDI provided that control, but failed to address the printing requirements for remote users. The majority of employees at the hospital were not allowed to print because of these strict regulations, but those that were given access needed perfect printing for their essential medical documents.

The Challenge

Hundreds of physicians working virtually from external offices used a medical application that was dependent on IP addresses in order to print. Internally this did not present a problem, but for the remote physicians using managed desktops with a web-based SSL VPN connection, it became impossible to print because the setup did not give access to the doctor's local area networked printers. Because of this, installing the remote printer on the hospital's virtual desktops became an uphill battle as it involved intensive technician involvement setting up printers on hundreds of off-site locations. It was crucial that Huntsville Hospital be able to install the external office printer on their remote client devices without going to such lengths. Additionally, the ability to customize printer names was an important criterion that was not provided with the hospital's current user workspace management solution.

Environment
- 5,800 employees
- 881 beds
- 300+ servers
- 2,370 virtual machines
- 4,300 client devices
- 99% persistent desktops
- 600+ remote physicians using ScrewDrivers with more being added constantly
- Mixed environment including Windows, Linux, VMWare, Novell, and AIX
- Healthcare specific applications such as GE Centricity Enterprise, Streamline Health, and Sentillion

Customer's Challenge:
- Printing from a remote location
- Uniform printer naming options
- Remaining compliant with HIPPA regulations
- Conforming to the specifications of their medical applications
- Finding a solution that fit within their budget

"triCerat is the best choice in the industry. triCerat's pricing, configuration options, and support are incredible." — Shawn Scott, Network Specialist III

keep it simple

Uncovering the Solution

With well over 600 remote physicians making multiple print requests everyday, a third party print solution was deemed imperative. Several different print management solutions were considered, but all failed to fully satisfy what Huntsville Hospital was searching for: a solution that could be implemented without tech intervention, did not require additional connectivity, had customer printer naming, and was cost effective.

Most options were limited, expensive, or required a secondary client that depended on IP connectivity outside of RDP. This meant that IT would have to open an additional SSL tunnel for every single remote machine. Even with these additional tunnels, remote printing could not be guaranteed using this method. Not only would this prove time consuming and tedious, going to this extent would create severe administrative overhead. Fortunately a solution was found that laid all concerns to rest.

triCerat's solution guaranteed limited IT intervention during the printer installation process and did not need additional connectivity. ScrewDrivers v4 for the Remote Desktop was extremely easy to install, had the best configuration options, and provided the crucial custom printer naming option. triCerat Support wrote a custom installer for Huntsville Hospital, bypassing any messy activation problems. It was so simple that Support "had it down to a simple double-click. They really spoiled us," commented Shawn Scott, Network Specialist III and ScrewDrivers project leader for Huntsville Hospital. ScrewDrivers surpassed Mr. Scott's expectations by proving useful in unseen areas and fitting within the specifications of the hospital's medical applications, an aspect that the majority of alternative solutions did not. To seal the deal, triCerat offered not only a valuable solution, but a cost effective product that was unequaled by any other competitor.

Going Above and Beyond

Huntsville Hospital has saved untold capital by using ScrewDrivers. "We have absolutely no complaints. triCerat has saved us quite a bit of money compared to the other competitors, and ScrewDrivers has given us the ability to resolve remote printing issues locally without sending a technician. This all adds up to less money spent on support which directly affects our bottom line," stated Mr. Scott.

But it doesn't end with problem solving, money saving software. triCerat continually provides unmatched IT Support that is friendly and extremely knowledgeable. With the one issue Mr. Scott encountered, he was pleased to find that Support was able to find and fix the problem in five minutes. "I should have called triCerat first."

Try Us Out!

Visit our Website at **tricerat.com** or feel free to call us with any questions at our US toll-free number: **1 800.582.5167**

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