



# CUSTOMER STORY

## Bend Memorial Clinic

Bend Memorial Clinic improves performance with IGEL Technology thin clients and Imprivata.



# Bend Memorial Clinic

When Bend Memorial Clinic wanted to replace its aging desktops with modern thin clients that could handle single sign on applications in a Virtual Desktop Infrastructure, they turned to IGEL Technology.

Bend Memorial Clinic (BMC) is a group of over 120 health care providers – backed by 750 employees made up of nurses, technicians, administrators, even greeters at the door – assembled to provide head-to-toe care to help their customers live the best possible life. It offers 30 specialties – from Cardiology to Pediatrics to Urgent Care – and the very latest in medical technology, including the most advanced imaging and diagnostic equipment.

## THE CUSTOMER

- ▶ Bend Memorial Clinic
- ▶ 5 clinic locations
- ▶ 750 employees

## Explored VDI Options

With an aging fleet of desktops, BMC's IT team was looking at the options for a refresh. "We had been toying with the idea of using virtual desktops and once we sat down and did a cost benefit analysis we decided to invest in deploying a virtual desktop infrastructure rather than just replace the aging fleet. While it was slightly more expensive up front, we were able to space out the deployment," said Allen Fox, IS Infrastructure Manager, at BMC.

BMC broke its user base into three groups, Clinical, Business and the third group, which consisted of users that needed to leverage dedicated virtual desktops.

## THE CHALLENGE

- ▶ Virtual desktops
- ▶ Single sign on solution
- ▶ Easy central management

## Benchmarked Against the Competition

The next step was to test a variety of the thin client providers to find the right device for BMC. "We were looking for a good thin client and single sign on solution that would meet the needs of our upcoming Epic Electronic Medical Records software implementation. We extensively tested each thin client but were not very happy with any of them," said Fox. "None of them had the full package we were looking for. Some would be cheap hardware, others would have issues with operating systems, drivers or software support. Others had video issues or were underpowered for our workload. Most importantly, none of them had decent management software for an enterprise that did not cost far more than it was worth for the features provided."

## Major Management Benefits

The team then discovered the IGEL Technology range of Universal Desktop thin clients at an event run by Citrix. "There were many things we loved about the IGEL thin clients but there were two major things that won us over," explained Fox. "The first was its enterprise management software. IGEL's Universal Management Suite (UMS) software was free and had all of the features we were looking for out of the box. It's easy to use and does a great job managing a large fleet of thin clients."

The second benefit was the IGEL Universal Desktop Converter 2 (UDC2) software, which could be used to quickly convert the operating system of some of the clinic's existing desktops into IGEL-like devices. "Being able to take the IGEL Linux operating system and put it on older desktop hardware and use it as a stop gap while we upgraded other areas in our organization was a nice way to cut down costs and get people up and running on a virtual desktop sooner," said Fox. "Plus these devices could also be managed by the IGEL UMS management software."



Fox added that there were other benefits that convinced them to choose IGEL. Although the IGEL thin clients they were considering initially looked more expensive than their counterparts, they worked out to be less expensive once they added in the costs of the other supplier's management software. The BMC team also thought that the IGEL devices were of a higher quality, used better components and had more processing power.

### Single Sign On Solution

Another important feature of the thin client was the ability to support BMC's Single Sign On system. "We had chosen Imprivata and the IGEL line has fully embedded support for the Imprivata ProvelD system – this was a huge plus," said Fox. "We use this feature on almost every IGEL in our clinics. It provides an easy way for our clinical staff to use their security badge to access their desktops with strong two factor authentication options."

#### THE SOLUTION

- ▶ IGEL UD3-LX thin clients
- ▶ Imprivata ProvelD
- ▶ IGEL Universal Management Suite software

Today, BMC uses IGEL UD3-LX thin clients at most of its clinics, with the embedded Imprivata ProvelD software that comes as an option on every IGEL device. The thin clients access their virtual desktops via Citrix XenDesktop with VMware running on Cisco UCS hardware, supported by a PureStorage Flash Array.

"We worked with our trusted technology partner CompuNet," said Fox. "They established a relationship with IGEL and we were able to purchase our first 300 units within a week. They were in stock and we had them in plenty of time to support our project. IGEL reached out to us directly as well, to verify everything was working and that the devices were meeting our needs."

#### THE BENEFITS

- ▶ Improved desktop performance
- ▶ Easier set-up and deployment
- ▶ Reduced IT support

As well as clinical, business and IT staff, the IGEL devices are also used in the patient examination rooms. Here the medical provider can access and update the patient records much more quickly and more accurately whilst in the room with the patient.

"Over time we have seen costs for hardware, power and support drop," said Fox. "Users are able to work faster in a VDI environment thanks to features like session roaming and faster login with Imprivata. Our desktop IT support staff have a much easier time managing the IGEL fleet than they ever did with 4-5 different desktop models. Our deployment times have also gone way down. Deploying or replacing the remaining desktops is much faster."

Moving forward, BMC is working towards a fully virtualized 3D imaging system. This requires units like the IGEL UD6 thin client, which has more graphical processing power.

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