

Case History



St George's Healthcare NHS Trust



Justin Beardsmore - IT Infrastructure Manager at St Georges NHS Healthcare Trust



Praim Compact Dual Core Series

With thousands of staff caring for patients around the clock, St George's Healthcare NHS Trust is the largest healthcare provider in southwest London. The main site, St George's Hospital in Tooting – one of the country's principal teaching hospitals – is shared with St George's, University of London, which trains medical students and carries out advanced medical research.

As well as acute hospital services the trust provides a wide variety of specialist and community hospital based care and a full range of community services to children, adults, older people and people with learning disabilities.

With over 7,000 dedicated staff, St George's Healthcare serves an overall population of 1.3 million across southwest London. A large number of services, such as cardiothoracic medicine and surgery, neurosciences and renal transplantation, also cover significant populations from Surrey and Sussex, totalling around 3.5 million people.

The Challenge: to ensure versatile, reliable and easily manageable workstations

To serve such a big population, St Georges' clinicians are constantly moving throughout all the facilities to treat patients. Timing and quick service is the primary need for the hospital. Doctors require fast, easy and secure access to clinical applications and patients records anywhere and anytime across the trust, to provide the best care.

Behind the scene, there is also the very important necessity to ensure doctors with a 24/7 access to the workstations, reducing downtime and provide immediate and responsive support without incurring in high cost of maintenance and assistance.

The IT department from St Georges has therefore looked in the market for the right solution to address these needs.

Praim ThinOX devices with native support of Imprivata OneSign fulfilled all the requirements needed by the Trust, "with this solution from Praim and Imprivata, we are able to deliver secure, personalised desktops at the point of care, via the user's NHS smartcard." - said John-Jo Campbell, CIO at St George's NHS Healthcare Trust.

The existing infrastructure

→ 1000 PC workstations with resident applications

Problems

- Hard infrastructure management
- Power consumption, breakage rate
- Support problematic

Target

- Ease clinicians' approach to technology
- Speed up clinicians access to patients records
- Enhance interaction with patients
- Saving money and improve return on investment
- Reduce downtime
- Ease and quicken maintenance/support
- Easy management of the workstation

Solution

- Praim Compact Dual Core C9010
- Tuning firmware
- ThinMan Platinum edition

Integrated technologies

- VMware Horizon View
- Imprivata OneSign

Praim ThinOX thin clients combine benefits of different technologies in a high customizable and scalable solution

In order to make the solution accessible by anyone and everywhere in the hospital, St Georges needed a scalable platform easy to deploy and flexible to manage. The Praim ThinOX thin client solution blend together benefits of different technologies in a high customizable and scalable device, helping to achieve a complete virtualization of the desktops quickly and smoothly. ThinOX flexibility allows Praim to tailor solutions based on specific customers' requirements. The broad experience coming from the Italian smart cards market, has helped to redesign a solution compliant to the English market needs, whether NHS Smart Cards (Chip) or contactless card solutions. The native support of Imprivata client fulfilled the trust's expectations of a device full compliance with the broadly adopted OneSign authentication management solution.

Specific use of ThinOX/Imprivata integration

Thanks to ThinOX flexibility, the IT team from St Georges could configure devices based on clinicians and doctors' needs. The units were locked down offering users only an access to Imprivata authentication client and few restricted local settings (video, audio, mouse etc.). The Praim/Imprivata allows then their authentication via AD credentials, Smart and Proximity Cards. The level of customization on the units was also extended to wallpaper and screen savers, where St Georges NHS Trust logos have been applied. The easiness of deployment and management of ThinOX thin clients allows the St Georges's IT department to speed up replacement of PCs, by smoothly and quickly migrating to thin clients also during working hours.

Thanks to ThinMan Zero Config the whole process of device deployment and configuration become fast and automatic

"The ThinMan centralise management has allowed IT to manage the estate in a consistent manner. It has allow IT to regain control of the clinical compute end point device." – said Justin Beardsmore.

Thanks to ThinMan management console, infrastructure is internally governed by a single point of management, restoration of faulty stations and remote support interventions are timely and much less expensive than before. This can ensure a constant remote support service as if it was physically on the machine, eventually providing a rapid and constant access to workstations, accordingly lowering downtime.

Specific use of ThinMan Platinum

The Praim management console sped up the whole process of device deployment and replacement of physical PC in St Georges. The Profile Manager and the Zero Config features work together to ensure an automatic upload of specific ThinOX templates on new thin clients installed in the network.

The IT support team have a complete control on the policies (rules) that manage template uploads and at any time these can be enable or disable according to the necessity.



To give the entire IT support team a simultaneous access to ThinMan, St Georges required the Platinum version of the console with ThinMan Access Control (multi-instance access management). Thanks to this feature, the Administrator chose level of access of each users, specifying their rights and degree of interaction with the console. In such way, the console is protected and locked down to a restricted number of users and functions available.

The choice: Praim Compact Dual Core Series

Meeting all the trust's requirements within an unique product that would also fit budget of the trust was the real challenge of the IT team.

After an evaluation of different solution Praim Medi-Client Compact Dual Core Series was the chosen thin client solution. The Medi-Client is based on a VIA Eden X2 dual core 1GHz processor, powered by ThinOX, a Linux-based firmware capable of supporting all main centralization technologies such as Citrix, Microsoft RDS, VMware Horizon View.

The unit boast 6 USB ports and support for WiFi dongle to ensure maximum connectivity for device's integration required in the creation of both fixed and COWS workstation. The trust has in fact expanded the benefits of the technology also on mobile trolley solution the so called COWS, or Computer On Wheels. The devices' support of external WiFi dongle key allow the adoption of thin client also on medical trolley, extending even further doctors' access to medical records in new area of the hospital.

Achievements and future strategies

At this stage ST Georges has deployed a total of 1400 thin clients (2400 units purchased in total), with roughly 2100 active users connecting throughout a 7 day period (approx half of connection on a daily basis) with an overall 38.000 logons per week.

Future strategies foresee expansion of thin clients also in the acute hospital and community. The initial successful testing on COWS are laying the basis for an extra adoption of thin client on mobile trolley unit via the new Wireless solution. *"We look forward to working with Praim in the future and see them as one of our solution partners in terms of delivering our Medical desktop strategy"* – said Justine Beardsmore.

For further information
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Solution Benefits

- Reduce Log On times
- Speed up data access
- Improve session roaming
- Improve maintenance and support
- Reduce TCO (Total Cost of Ownership)
- £55 (device/year) savings on energy consumption.
- Total saving: 2400 units x £55 = £132,000.00
- Reduce time of deployment
- Improve efficiency and productivity of workers