Praim
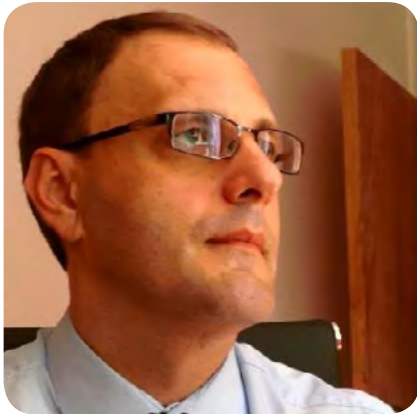
Case Study

Easy and secure access to applications and patients records, anywhere and anytime: St George's NHS Trust's challenge

Justin Beardsmore - IT Infrastructure Manager at St George's NHS Healthcare Trust

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

Challenges
- Hard infrastructure management
- Lower the power consumption and breakage rate
- Improve the problematic support

Solutions
- Praim Compact Dual Core C9010
- ThinMan Platinum edition
- Tuning firmware
- VMware Horizon View
- Imprivata OneSign

Results
- Reduced Log On times
- Sped up Data access
- Improved session roaming
- Improved maintenance and support
- Reduced TCO (Total Cost of Ownership)
- £55 (device/year) savings on energy consumption
- Total saving: 2,400 units x £55 = £132,000.00
- Reduced time of deployment
- Improved efficiency and productivity of workers

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 George's clinicians are constantly moving throughout all the facilities to treat patients. Timing and quick service are 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 George's 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.

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

In order to make the solution accessible by anyone and everywhere in the hospital, St George's needed a scalable platform easy to deploy and flexible to manage.

Praim Compact Dual Core Series

The Praim ThinOX thin client solution blend together benefits of different technologies in a high customisable 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: support to NHS Smart Cards (Chip) and 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 George's 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 Active Directory credentials, Smart and Proximity Cards.

The level of customisation on the units was also extended to wallpaper and screen savers, where St George's NHS Trust logos have been applied.

The easiness of deployment and management of ThinOX thin clients allows the St George'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 becomes fast and automatic

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

Thanks to ThinMan management console, the 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 George's. 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, these can be enabled or disabled at any time, according to the necessity.

To give the entire IT support team a simultaneous access to ThinMan, St George's 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 a 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 centralisation 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 (Computer On Wheels) workstations. The trust has in fact expanded the benefits of the technology also on mobile trolley solutions. 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 George's has deployed a total of 3,000 thin clients, with roughly 2,800 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 Justin Beardsmore.

For further information:

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