

Improved Productivity with zDesk

for Healthcare Improvement Company

Client Overview

The client is a leading healthcare improvement company uniting an alliance of several U.S. hospitals & health systems, other providers & organizations, to drive transformation in healthcare.

The Business Situation

The client used a traditional, three-tiered Virtual Desktop Infrastructure (VDI) implementation that had slow performance and was expensive to support. The core components of the legacy VDI were part of a multi-layer architecture. This required dedicated hardware for each layer and involved the complexities of licensing the different components. In addition to being expensive & complex, it also called for a specialized team to manage the full-blown VDI stack.

The Solution

GS Lab | GAVS migrated the end user virtual desktops from traditional VDI to zDesk VDI. zDesk is a simple-to-deploy, hardware agnostic, desktop virtualization platform that enables a secure and unparalleled end user experience. It is a 'single vendor', 'all inclusive' Virtual Desktop Infrastructure (VDI) solution built on a 'zero layer' architecture, where all the core components are in-built in the platform. This dramatically altered the client's engagement with the VDI solution.

Since zDesk is an in-memory VDI solution running on RAM, it provided exceptional performance and user experience. The rich visual interface helped effective user engagement. Predefined healthcare specific user controls & policies available in the zDesk healthcare version offered robust protection for sensitive data and HIPAA & HITECH compliance.

Running on a commodity hardware, zDesk addressed our requirements to support 1,000+ users and allows us to easily scale the environment for both Production and DR. Transitioning to zDesk allowed us to focus more on the future of empowering Healthcare innovation in the organization and less on VDI.

VP & CTO

Migrating end user virtual desktops from traditional VDI to zDesk VDI solution was a very successful transition. The platform is much faster, driving increased business agility, end-user productivity and satisfaction as the users can perform their tasks efficiently. zDesk VDI Platform as a whole, provides us with higher security, data protections and 20+% in savings through CAPEX/OPEX reduction. Our member hospitals, as well as hundreds of offshore resources have also experienced higher levels of user experience as a result.

VP – Corporate IT Services

Challenges

- Traditional VDI with disparate components
- Impact on productivity & user experience due to slow performance
- Expensive due to dedicated hardware needs, licensing costs
- Complex solution requiring specialized support team
- Not scalable enough to meet business needs

Solution Highlights

- Migration to single vendor, all-inclusive zDesk VDI solution
- Hardware agnostic, zero layer architecture
- In-memory VDI solution that runs on RAM
- Engaging visual interface
- Predefined healthcare specific user controls and policies

Solution Outcomes

- All-inclusive VDI solution, reducing cost & complexity
- 20%+ in savings through CapEx/OpEx reduction
- Exceptional performance & user experience
- Increased business agility & user productivity
- Complete adherence to healthcare security & compliance requirements
- Easily deployable & highly scalable solution that effectively supported:
 - Ramp up plans even during the pandemic
 - 3 new acquisitions & virtual onboarding of resources
 - Quick enablement of users to work from anywhere, BYOD model
 - Rapid provision of 350+ zDesk VDIs with seamless, secure remote connection