

Case Study

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Key Benefits:

- Optimized existing server and virtual machine infrastructure
- Reduced cost of desktops by up to \$300 per desktop annually over the next five years
- Cut time required by IT to fix desktop problems from days to 20-30 minutes
- Increased lifecycle of the desktop client
- Improved patient care by enabling access to patient documentation throughout the hospital

Henry County Hospital in New Castle, Indiana provides a wide range of medical services and health care programs in 7 locations throughout New Castle, and serves patients from Henry, northern Rush and western Wayne Counties. Unlike most hospitals, Henry County is unique in that it also encompasses many practices and clinics as the Henry County Hospital Medical Group, which includes 31 physicians who provide a wide range of primary care and specialty services.

With approximately 1,100 employees, Henry County Hospital has an IT staff of 18 and a single data center which houses 80 servers and supports 7 locations. Henry County deployed VMware ESX in early 2007 and runs about 25 virtual servers on a physical server except for those using Pano Logic, which run about 40 virtual desktops per physical server.

Henry County began investigating desktop virtualization in 2007, shortly after their server virtualization deployment was completed to address two major business challenges: machine cost and management time.

“We were replacing older Dell desktops and wanted to reduce the initial purchase cost of new systems and improve the short lifecycle of traditional PCs,” said Dave Nadler, assistant director, Information Systems at Henry County Hospital. “We also needed to quickly repair and/or replace computers with problems, which was taking us at least a day per computer.”

Adopting Pano

As one of Pano's early adopters, Nadler first heard about Pano Logic when Henry County CFO Paul Janssen sent CIO Mike Spencer and Nadler an article regarding the company and solution. Nadler had previously looked at using Wyse thin-clients to replace their desktops, but decided not to deploy because the Wyse clients still had a Linux or Windows image loaded on them.

"We didn't want to worry about having to maintain any type of image on the client side," said Nadler. "What the Pano zero-client provides is a stateless box with nothing on the client side, no CPU, no software, and that's what we needed."

Management and Maintenance Made Easy

Henry County adopted the Pano solution and began deploying the zero-clients in September 2007. The first installation took less than an hour to get set up and running.

Since then, Dave has deployed 50 Pano devices over a LAN throughout the Henry County Hospital campus including in the New Castle pediatric department, New Castle family practice, the women's and children's unit (WCU) at the hospital, critical care unit (CCU) and a number of physicians' offices.

The largest deployment has taken place in the Henry County business office, which handles patient accounts. The most important factors when deciding where to deploy Pano devices

was the employee job function and whether the IT department felt certain traditional PC deployments would benefit from being more centrally managed.

Since deploying the Pano System, the hospital has already experienced a number of benefits, beginning with direct cost savings of the

Pano system compared to traditional desktops.

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In addition to cost savings, Henry County has realized time savings for clinical, administrative and IT staff. Now, fixing a computer that is having problems takes a fraction of the time that it did before Pano, allowing an over burdened clinical staff to be more responsive to patients.

Future Deployments

Nadler believes Henry County has only experienced the tip of the iceberg in terms of benefits from Pano, and intends to continue deploying new Pano virtual desktops in the months to come. Next, Nadler plans to make patient documentation accessible throughout the hospital by installing Pano devices in the CCU, WCU and emergency rooms.

"It used to take a day to a day and a half to repair desktops," said Nadler. "Now we can have another virtual desktop up and running in twenty to thirty minutes."

— Dave Nadler,
Assistant Director,
Information Systems at
Henry County Hospital

The Pano device is particularly well suited to such environments because it is small (3.5" x 3.5" x 2"), silent (no fan) and low power (less than 5 watts). The device requires no software updates or patching, and since it stores no data there is no data security risk if a device is lost or stolen.

Since Pano enables a solution that can be deployed to each room, Henry County is now able to further improve patient care. To ensure

patient safety when administering medication to patients, nurses scan patient ID and the medication's bar code into the Medication Administration Check (MAK) system through the Pano devices.

"We see the potential Pano has in a broader deployment and look forward to realizing more benefits as we continue to roll devices out," concluded Nadler.