

CASE STUDY

Hennepin County Medical Center



The Customer

Located in the heart of the Twin Cities of Minneapolis and St. Paul, Minnesota, Hennepin County Medical Center is a comprehensive academic medical center and public hospital. Named by U.S. News and World Report as one of America's Best Hospitals, HCMC is known for its national benchmark standards for patient outcomes and some of the nation's most sought after residency programs for medical students.

The Challenge

Hennepin County Medical Center runs two MetaFrame XP server farms at their central location in Minneapolis. Personnel access one farm through two-dozen Wyse Winterm Windows Terminals using Citrix Secure Gateway. This farm supports HCMC's training programs. The second farm, consisting of six MetaFrame servers supports the hospital's inpatient/outpatient staff, hosting a range of published applications including MS Office and numerous medical specialty applications. Amongst these medical apps are approximately fifty departmental programs used for monitoring and recording the daily activities occurring within the hospital's units.

Users at Hennepin County's three remote clinics and three affiliate clinics in the Minneapolis area also access published apps through the hospital's Intranet website. This site also supports a number of remote employees, including 25 to 30 insurance coders who work from home.

In 2002, Hennepin County began implementation of their Citrix farms, providing necessary access to medical information and applications for all of their staff. With nearly 400 people dependent upon HCMC's Citrix infrastructure, the hospital's IT department realized there was potential for significant printing problems. Because printed documents are required for many aspects of patient care, technical problems could negatively impact the delivery of care.



Who is HCMC?

A nationally recognized-comprehensive academic-medical center and public hospital

Customer's Challenge:

- Eliminate print driver administration
- Ensure system stability and performance
- Eliminate potential support costs and down-time

Benefits Delivered by triCerat:

- Reduces time and effort involved in administering Terminal Servers
- Reduces support effort and cost
- Improves user experience and productivity

"We proactively, hand-inhand put Citrix and triCerat's Simplify Printing together on our servers. With over 400 people dependent on our infrastructure at our main facility and at other remote locations, printing is a real need. We really would not have been able print without triCerat."

– Brian Anderson, Senior Network Administrator, Hennepin County Medical Center

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Proactive Printing Success

Hennepin County Medical Center knew the difficulty of the challenges they were up against had they not implemented a printing solution. As a medical center, daily printing tasks include administrative documents, scheduling, payroll, electronic medical records and radiology images. Without the ability to print these documents on demand, end-users' satisfaction and overall productivity would have been dramatically reduced. For one of America's best hospitals and health-educational facilities, printing problems were not an option. Brian Anderson, Senior Network Administrator at HCMC decided the best approach was to solve print problems before they began. "We needed to print immediately after implementing our first couple of servers. I didn't want a million print drivers on each server and have to deal with all the hassles that came along with that. I was in a training class and heard about triCerat and their approach to Terminal Server printing. It sounded great, so we gave it a try." After some testing, Anderson and the IT staff decided to implement triCerat's Simplify Printing hand-in-hand with MetaFrame.

By eliminating the need for print-driver management, HCMC's IT department avoided significant administrative effort. Simplify Printing not only minimized the possibility of server downtime, but it was implemented seamlessly, allowing users to print perfectly. "Not a single printing issue has affected users to this day," remarks Anderson of his satisfaction with the printing solution.

Over the course of the next year, HCMC will be implementing a new electronic medical record application called Epic, which will be distributed throughout the entire facility. HCMC will then greatly increase the size of its server farm, adding thirty new servers. With this expansion, Simplify Printing will again go hand-in-hand with their Terminal Servers. As Anderson states, "Anytime we look into expanding our server farm we now include triCerat Simplify Printing licenses in our budget. We wouldn't imagine expanding without it."

By eliminating print problems with Simplify Printing, HCMC is realizing the benefits of Day Zero Protection, triCerat's proactive approach to ending Terminal Server problems before they begin. Their success with Simplify Printing is a shining example of how easily an ondemand company can concentrate, not on the problems at hand, but on delivering the IT services needed for achieving business success.

Try Us Out!

Visit our Website at tricerat.com or feel free to call us with any questions at our US toll-free number: **1 800.582.5167**

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