



Hunterdon Healthcare
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Using Innovation to Provide Superior Healthcare

Challenge:

Provide clinical users with a secure and streamlined access to critical desktop applications.

Solution:

Implemented a high performance virtualized desktop infrastructure (VDI) for 300 users and created a roadmap for growth.

The name Hunterdon Healthcare Systems (HHS) is synonymous with community. A state of the art teaching hospital with two off-site health and wellness centers, Hunterdon Healthcare was fast outgrowing their legacy IT infrastructure. With 300 clinical users depending heavily on IT to support them in a 24/7 environment, Hunterdon Healthcare needed a solution that coupled dependable performance with security and control. The team was confident that a virtualized desktop infrastructure (VDI) was the answer and turned to Radiant Resources to implement a pilot, followed by a system wide rollout. "The pilot allowed us to identify issues early and solve them immediately before going live." said Jason Tahaney, the Director of IT at Hunterdon Healthcare.

Tahaney targeted two applications and a handful of users for the initial Proof of Concept with VMware Horizon View. With the POC, Radiant was able to demonstrate the user interface and build a stable platform for the anticipated rollout. "The test POC helped us identify any potential compatibility issues early on," Tahaney said. The Hunterdon Healthcare team was particularly concerned about the compatibility of their single sign-on system for clinicians. "The pilot gave our users visibility into what they would see on their

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- Jason Tahaney
Director of IT

Project Outcomes:

- **Secure, standardized clinical user interface**
- **Improved access to EMR for all clinical users**
- **Reduction in calls to the help desk**
- **Simplified roll-out for new users**
- **Streamlined deployment of updates, patches and general maintenance**

Project Details:

- Implementation of VMware Horizon View
- Successful Proof of Concept
- Migration of 120 users to a virtual desktop infrastructure
- POC to end user roll-out completed in 3 weeks
- Flash storage added to increase performance
- Provided a blueprint for future expansion

“Radiant Resources was a good partner, and the team complimented our in-house staff.”

- Jason Tahaney

new desktop display.” Tahaney continued. “That was important to our users and the support team.”

The success of the POC gave a green light to the rollout of the virtual desktop solution to the production EMR environment. Dell Servers were added along with a flash storage infrastructure to support the project. Joshua Michael, System Administrator, commented that, “The Radiant technical team worked with us to set up the new environment. Their engineers were very knowledgeable and created a smooth implementation.” With just three weeks to complete the project, the Radiant team worked closely with Hunterdon Healthcare during the implementation and rigorously tested each phase before the go live date.

For the 120 clinicians on the new VDI system, the increase in stability and performance was immediate. “VDI allows us to be more dynamic, have fewer issues and provide overall better performance to our users,” says Michael. Users were positive about the new desktop images and functionality, acceptance rates were high and calls to the Help Desk decreased significantly. Deployment of updates, patches and general maintenance of the user environment were greatly simplified, freeing up staff to address other tasks.

Building on the success of the initial implementation, Hunterdon Healthcare plans to increase the number of hospital users on the system to 500 in 2015, and add the 26 remote clinics after that. “Radiant was a good partner, and the team complimented our in-house staff,” concluded Tahaney, “They implemented a strong solution that allowed us to reach our business goals.”

