



## LibertyHealth Looks to Citrix® and TheAdmins for “Heart” Repair

As the medical services “heart” of Hudson County in emergency situations such as 9-11, LibertyHealth’s Medical Coordination Center (MCC), located on the third floor of the Jersey City Medical Center in Jersey City, N.J., is no doubt a very important room. This is the room where everyone on LibertyHealth’s Jersey City Medical Center emergency preparedness team meets at a moment’s notice to prepare for disasters that strike quickly and hit close to home. There is no room for error – making it critical to have a system setup that can handle whatever comes its way.

A multi-hospital and health service system with over 2000 employees, LibertyHealth provides for the New Jersey / New York City region’s every health need, from high-tech infant and cardiac care, to in-hospital rehabilitation and home care services. LibertyHealth’s network, including the MCC, was operating in a Citrix MetaFrame XP™ environment, with outdated HP computers – some PCs close to four years old, and having only 256 MB or 512 MB of memory.

In this environment, user installs were interfering with other local applications, and remote access was a difficult process. But the biggest challenge

was that the organization’s productivity was suffering due to outdated systems and distracted employees. Not only were employees working with old machines, but they were installing whatever they wanted – personal pictures, iTunes®, etc. – onto company PCs. As a result, the IT department was constantly having to reimage machines – particularly in the nursing areas, which supply common machines used by multiple employees, including physicians.

Therefore, when Mike Verna, LibertyHealth’s Technical Support Manager, joined the organization in 2007, he made it a priority to upgrade the

organization’s system. Upon my arrival at Liberty Health “one of my first priorities given to me by Jim Yost, Chief Information Officer, was to develop a means for locking down the desktop. There had been efforts in the past to do so but none ever came to fruition, and LibertyHealth had no key vendor to assist with a large task such as this. TheAdmins was the exact type of turnkey service provider LibertyHealth needed,” said Mike. “After just a week on the job with LibertyHealth, I gave John Muscara [TheAdmins’ Vice President of Business Development] a call. I had worked with TheAdmins while working at another hospital;

### Citrix Provisioning Server™ for Datacenters 4.5

Citrix Provisioning Server for Datacenters 4.5 reduces total cost of ownership and improves both manageability and business agility by virtualizing the workload of a datacenter server – operating system, applications and configuration – and streaming the workload on-demand to physical or virtual servers from the network.

By delivering server workloads on-demand rather than deploying them on individual servers, Provisioning Server for Datacenters 4.5:

- Simplifies and streamlines server management, and reduces software rollout risk

- Assures server consistency within silos by provisioning servers simultaneously from a single standard workload image
- Increases IT responsiveness and agility by enabling capacity on-demand – repurpose any server to do any job
- Reduces utility costs and space needs by cutting the number of backup servers that are required
- Dynamically satisfies needs for growth, disaster recovery and business continuity

### Citrix Provisioning Server™ for Desktops 4.5

Citrix Provisioning Server for Desktops 4.5 uses streaming technology to deliver a single, standard desktop image – operating system and software stack – on-demand to physical desktops from a network service. The shared desktop image is configured, delivered, and managed centrally, reducing total costs, increasing security and flexibility, and enabling an uncompromised user experience.

By delivering server workloads on-demand rather than deploying them on individual desktops, Provisioning Server for Desktops 4.5:

- Uses innovative software-streaming technology to deliver operating systems and applications on-demand to physical desktops as a service from the network.
- Allows for desktops with the same OS/application stack to be provisioned on-demand from a single, standard image.
- Ensures no software is pre-installed or permanently installed on the desktop hardware.

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**“The server has lived up to his expectations, and his team’s jobs have been made much easier due to the fact that they do not have to spend hours reimaging a machine that has crashed.”**

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**“In healthcare, everything is ‘I need it now’. The expectation of our employees is to be able to access the system whenever and wherever needed.”**

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now I call John for everything, because TheAdmins delivers every time!”

TheAdmins recommended LibertyHealth attack its problems on two fronts with the Citrix Provisioning Server™ for Datacenters 4.5 and the Citrix Provisioning Server™ for Desktops 4.5. The only hurdle standing in the way was cost.

“Every hospital has cost issues. The biggest factor for us going into this was figuring out how we were going to pay for a solution. But TheAdmins helped us to make it happen,” said Mike. “They provided us with a payment scenario we could swallow, and armed us with the proof points we needed to prepare for our meeting with the CFO. We were able to clearly articulate environment benefits that would be gained, ROI for the entire organization, the ability to extend the life of several existing computers for at least another year, and the resulting cost savings.”

Upon approval from LibertyHealth’s CFO, the transformation began. First, in December 2007, LibertyHealth installed the Citrix Provisioning Server for Datacenters 4.5 to develop a standard build for the servers in the event that, if and when a system did crash, it could be rebuilt quickly with minimal downtime. In just two weeks, LibertyHealth was able

to build its server from the OS perspective, and TheAdmins took care of the rest.

Then, in March 2008, LibertyHealth and TheAdmins began attacking the productivity problems with the Citrix Provisioning Server for Desktops 4.5, beginning with the MCC. “The MCC is an important room, a very important room, so that’s where we started. When the MCC machines are clean and ready to go, we don’t need to worry about them, and that’s our peace of mind,” said Mike.

LibertyHealth currently has 600 licenses for the Citrix Provisioning Server for Desktops 4.5. Any existing PCs with Pentium® 4 processors or below were disposed of; all other PCs received memory upgrades and a fresh image, and were redeployed. As a result, thousands of dollars of PC purchase cost was avoided.

Essentially, the Provisioning Server for Desktops 4.5 allows LibertyHealth to boot its desktop systems off of the network, creating a virtual drive. The individual PCs have internal hard drives, but everything is virtualized off of the Provisioning Server – allowing for a standardized image for desktops in key areas such as the MCC. If necessary, for example, for an MCC training session, users can install applications on MCC desktops for use during

the training session. When the training session is over, the Provisioning Server undergoes a simple reboot, and all PCs in the MCC go back to how they were prior to the session. Should there be requests for applications to be added, employees must alert Mike’s team, who will then make the necessary provisions.

“In healthcare, everything is ‘I need it now!’ The expectation of our employees is to be able to access the system wherever and whenever needed,” said Mike. “When John [Muscara] came to us with this and met with Darryl Moore, Customer Service Manager, and me, Darryl’s words to me after the meeting were, ‘You have to get this for me. I have to have it.’”

Mike even showed the Director of EMS and 911 service for Hudson County the capabilities of the Citrix Provisioning Server for Desktops 4.5. “I told him to go ahead and install anything he wanted. After he did, I told him to go ahead and reboot the machine, and the machine went back to how it was before he installed anything,” said Mike. “His reply? ‘This is amazing.’”

“The ultimate goal is to get all LibertyHealth nursing stations (600+ machines) on the Provisioning Server. We’re also trying to figure out how to use the Provisioning Server remotely. We have several

medical billing coders working from home, and we would love to be able to set this up on their laptops; it’s a work in progress.”

With the Citrix Provisioning Server for Datacenters 4.5 installed and installation of the Citrix Provisioning Server for Desktops 4.5 an ongoing process, LibertyHealth is already realizing the benefits. Gone are the days when IT had to “throw a server” at every application that was to be implemented. And an increase in productivity has occurred due to existing PC upgrades; prevention of long-term, non-standard software being installed directly onto PCs; and avoiding once-necessary IT department “touch time” at the individual desktops.

“Our main goal – what we’ve been working toward – is to have the entire organization utilize one server to access all applications,” said Mike. “With the Citrix Provisioning Server for Datacenters 4.5 in place and the continuing rollout of the Citrix Provisioning Server for Desktops 4.5, we are well on our way to standardizing the server builds and not having to worry about a rebuild every time a server crashes.”

Speaking specifically to the benefits of the Citrix Provisioning Server for Desktops 4.5, Verna says, “The Provisioning Server

gave us the opportunity to take back the environment and get some control under our belts. We don’t have any non-standard software being installed permanently on machines. And with a new policy forcing a reboot of the server each week, this will really cut down on the problem.”

And Darryl Moore, the Customer Service Manager who insisted on making the Citrix Provisioning Server for Desktops 4.5 implementation a reality? The server has lived up to his expectations, and his and his team’s jobs have been made much easier due to the fact that they do not have to spend hours reimaging a machine that has crashed.

As for TheAdmins team, it came through once again for Mike. “TheAdmins team can do more than we expected,” said Mike. The initial project scope was defined as upgrading the Citrix environment. However, TheAdmins recognizes that all IT investments must be predicated on a sound business case for action. They therefore looked beyond the initial upgrade and worked with Liberty to develop a plan to integrate the entire infrastructure including application delivery, data security and disaster recovery.

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Microsoft Windows 2000 MCP  
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Citrix Password Manager  
Citrix NetScaler & Wanscaler  
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Microsoft MCSE (NT4,2000,2003)  
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