



## Reference Case Diakonessenhuis Hospitals

### Introduction

Diakonessenhuis is a large hospital with multiple locations in The Netherlands, the workplace of Diakonessenhuis consists of a VDI infrastructure (virtual workplace), published applications (using RDS technology) and fat clients. The VDI infrastructure has a pooled configuration (non-persistent) and a dedicated configuration for special use cases.

Commonly in Healthcare there are a lot of business applications to manage and updates are released frequently. It's important that application updates are delivered in time, often together at the same time with back-end updates, it's also important that old versions are removed when they are no longer used to prevent pollution and conflicts. The users at Diakonessenhuis expect their new and updated applications to be available without having to log off, IT admins want real-time control and visibility over the deployment.

Containerized applications like App-V and MSIX has a lot of advantages, they run isolated and can be abstracted from the OS so they can be delivered dynamically. Containerized applications prevents application conflicts and pollution of the OS image. It's important to have visibility and real-time control over the deployment and provide a consistent deployment solution for multiple type of workplaces. This reference case describes the challenges Diakonessenhuis had and how AppVentiX addressed them.



## The challenges

Diakonessenhuis had a lot of manual scripting and a complex infrastructure to accommodate different use cases like the pooled and dedicated deployments. They struggled to deliver applications in time and had a lot of pollution in the application landscape and their images, old versions were often not cleaned up correctly causing conflicts like orphaned shortcuts. Users needed to logoff and on again to receive new application updates, also this didn't work consistently, there was no real-time control and application deployments became guess work.

Diakonessenhuis created multiple images which needed modifications all time to deliver new or updated applications. Application life cycle management and DTAP procedures became more and more challenging.

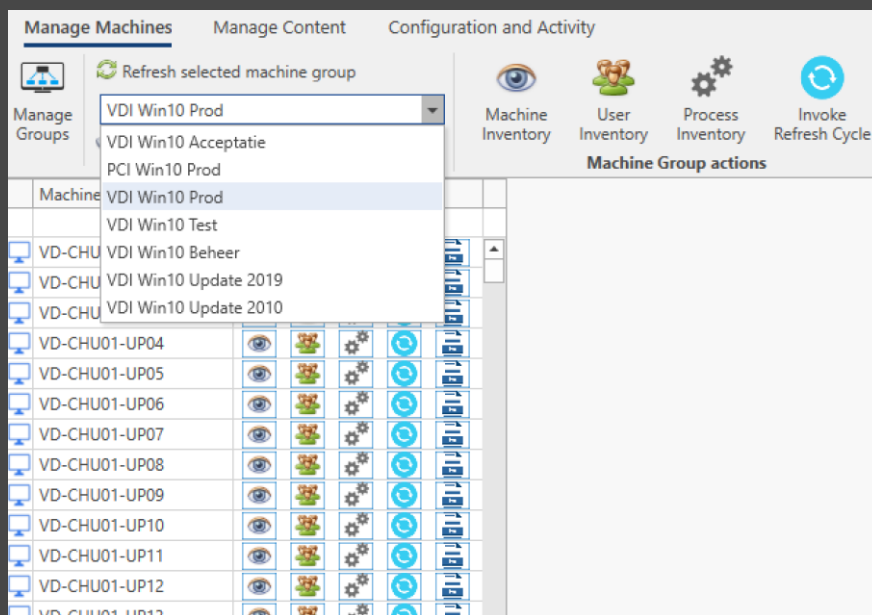
The IT department at Diakonessenhuis didn't have the real-time control they needed, and they want more confidence when deploying applications and building images.



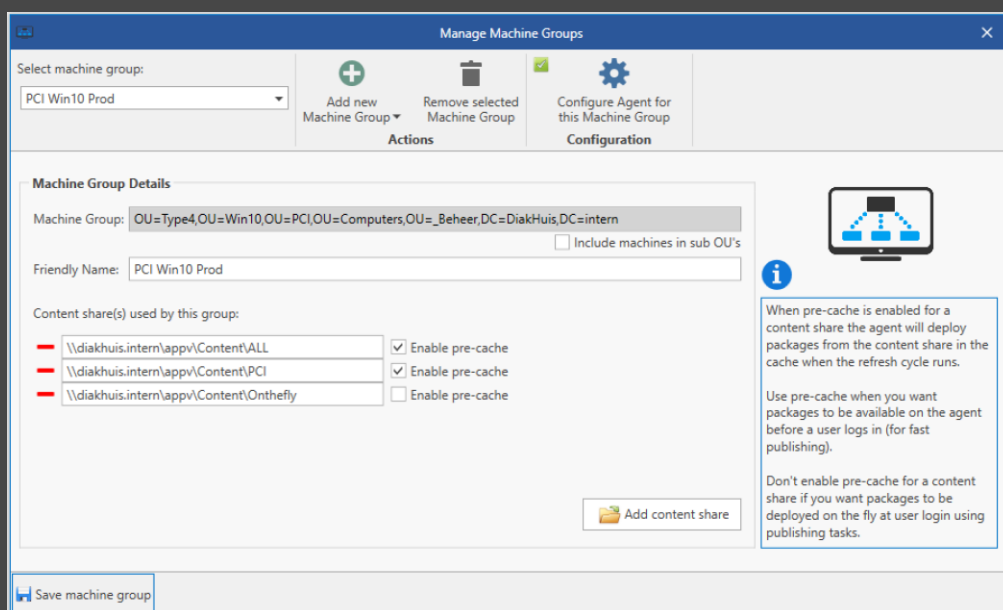
## How Diakonessenhuis solved these challenges with AppVentiX

With AppVentiX, Diakonessenhuis is now back in control over their application deployment. IT admins have real-time control and can provide application updates instantly with confidence, they immediately see the results of application deployment and updates.

With one easy to use console Diakonessenhuis manages all the different deployment types and DTAP procedures are now easy to manage with AppVentiX machine groups.

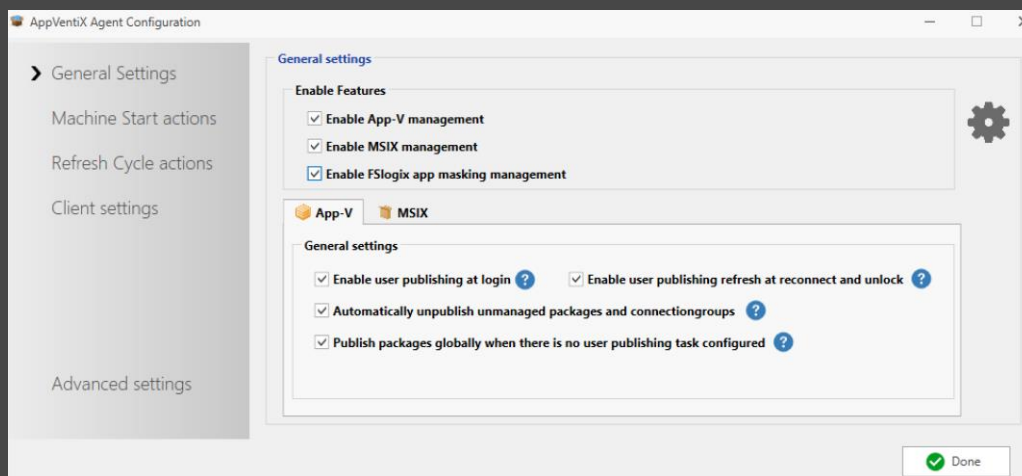


Machine groups allow Diakonessenhuis to manage their different deployment types like the pooled (non-persistent) and dedicated (persistent) desktops. Also the fat clients and RDS environment can be managed in exactly the same way.



Diakonessenhuis uses both the pre-cache and on the fly delivery mechanisms of AppVentiX. This can be controlled with just one checkbox in the machine group settings. Pre-cache means that applications on the content share are pre-cached before a user logs in (for example when the machine starts or when the image is built). Diakonessenhuis uses pre-cache for the basic set of applications (which a lot of users have access to). For the others they use dynamic delivery, dynamic delivery can be enabled by switching off the pre-cache checkbox for a content share, these applications are delivered on the fly for users based on group membership.

AppVentiX uses a light weight agent on the machine which controls the deployment, the agent is configured centrally in the machine group settings.



The content inventory in AppVentiX gives a clear overview of the applications per configured content share. From here packages can be managed easily.

Content Share	Type	Name	Version	Actions	Last Updated
\\diakonessenhuis.intern\app\content\all	Package	H0X62HF69	0.0.0.1	Publish, Options	13-12-2021 13:56
\\diakonessenhuis.intern\app\content\all	Package	MetaServerOperator_31.100	0.0.0.1	Publish, Options	14-12-2021 11:52
\\diakonessenhuis.intern\app\content\all	Package	Microsoft_1214.101	0.0.0.1	Publish, Options	10-12-2021 10:20
\\diakonessenhuis.intern\app\content\office2019	Package	BrainRT_404.100	0.0.0.1	Publish, Options	3-12-2021 10:27
\\diakonessenhuis.intern\app\content\office2019	Package	DocDesigner_100	0.0.0.1	Publish, Options	2-12-2021 11:43
\\diakonessenhuis.intern\app\content\office2019	Package	H0X62HF68	0.0.0.1	Publish, Options	30-11-2021 19:06
\\diakonessenhuis.intern\app\content\office2019	Package	H0X62HF68	0.0.0.1	Publish, Options	30-11-2021 19:06
\\diakonessenhuis.intern\app\content\office2019	Package	DymoConnect_142.100	0.0.0.1	Publish, Options	26-11-2021 15:00
\\diakonessenhuis.intern\app\content\office2019	Package	SpaceLabsABPNW_30008.103	0.0.0.1	Publish, Options	19-11-2021 14:54
\\diakonessenhuis.intern\app\content\office2019	Package	MicroView_4039.102	0.0.0.1	Publish, Options	19-11-2021 08:44
\\diakonessenhuis.intern\app\content\office2019	Package	ZillionSpeech_313.100	0.0.0.1	Publish, Options	15-11-2021 09:55
\\diakonessenhuis.intern\app\content\office2019	Package	AscomLineAssign_414.100	0.0.0.1	Publish, Options	11-11-2021 12:11
\\diakonessenhuis.intern\app\content\office2019	Package	Springma_508F2.100	0.0.0.1	Publish, Options	11-11-2021 08:29
\\diakonessenhuis.intern\app\content\office2019	Package	LogCamSettings_10568.100	0.0.0.1	Publish, Options	1-11-2021 13:46
\\diakonessenhuis.intern\app\content\office2019	Package	Zelva123Scan_503.100	0.0.0.1	Publish, Options	29-10-2021 14:42
\\diakonessenhuis.intern\app\content\office2019	Package	CVDesktop	0.0.0.1	Publish, Options	14-10-2021 13:29
\\diakonessenhuis.intern\app\content\office2019	Package	LWS_280.100	0.0.0.2	Publish, Options	27-9-2021 15:20
\\diakonessenhuis.intern\app\content\office2019	Package	P-touch_54.100	0.0.0.1	Publish, Options	20-9-2021 11:21
\\diakonessenhuis.intern\app\content\office2019	Package	InstrumentView_25.100	0.0.0.4	Publish, Options	6-9-2021 11:44
\\diakonessenhuis.intern\app\content\office2019	Package	IBAN_C_500.100	0.0.0.1	Publish, Options	26-8-2021 14:19
\\diakonessenhuis.intern\app\content\office2019	Package	FoxitPhantomPDF_11.100	0.0.0.1	Publish, Options	6-8-2021 14:43
\\diakonessenhuis.intern\app\content\office2019	Package	DFExplore_540.100	0.0.0.1	Publish, Options	2-8-2021 11:03
\\diakonessenhuis.intern\app\content\office2019	Package	Task_2016.100	0.0.0.1	Publish, Options	15-7-2021 08:45
\\diakonessenhuis.intern\app\content\office2019	Package	Microsoft_1214.101	0.0.0.1	Publish, Options	15-7-2021 08:08
\\diakonessenhuis.intern\app\content\office2019	Package	RStudio_14717.100	0.0.0.1	Publish, Options	11-6-2021 14:19
\\diakonessenhuis.intern\app\content\office2019	Package	SegeeneVnc_323.100	0.0.0.1	Publish, Options	7-6-2021 15:59
\\diakonessenhuis.intern\app\content\office2019	Package	SARS-Cov-2Vnc_3.100	0.0.0.1	Publish, Options	7-6-2021 15:44
\\diakonessenhuis.intern\app\content\office2019	Package	PingID_172.100	0.0.0.1	Publish, Options	26-5-2021 12:11
\\diakonessenhuis.intern\app\content\office2019	Package	Romexit_611.100	0.0.0.1	Publish, Options	21-5-2021 09:14
\\diakonessenhuis.intern\app\content\office2019	Package	Mitel_95.100	0.0.0.1	Publish, Options	19-5-2021 20:56
\\diakonessenhuis.intern\app\content\office2019	Package	Instend_365P2.100	0.0.0.1	Publish, Options	29-4-2021 16:04
\\diakonessenhuis.intern\app\content\office2019	Package	Starling_u64_21360.101	0.0.0.1	Publish, Options	29-4-2021 10:35

## Diakonessenhuis and AppVentiX business case summary

- ✓ Diakonessenhuis found AppVentiX simple to implement and operate
- ✓ Diakonessenhuis has removed complex scripting mechanisms and out phased the costly back-end infrastructure with limited functionality
- ✓ Diakonessenhuis dramatically reduced the number of images to manage, they can use the same application set and configuration across their different workplace types
- ✓ IT admins now have real-time control and visibility over the application deployment. They don't have to worry about cleaning up old applications and versions, new and updated applications are managed and deployed in real-time without the user having to logoff and without updating the images.
- ✓ IT admins can inventory machines, users and content in real-time, they gained back the control they wanted
- ✓ Diakonessenhuis employees have instant access to new and updated applications without having to logoff
- ✓ Diakonessenhuis found that AppVentiX support replied quickly with questions they had about the configuration

## Built for now and the future

Besides App-V, AppVentiX also supports the new MSIX format from Microsoft which makes it a future proof solution, AppVentiX allows customers to use App-V and MSIX side by side and migrate at their own pace. AppVentiX supports both on-premises and cloud deployments.

## Works with all major workspace management and profile solutions

While AppVentiX can operate on its own without workspace management or profile solution, AppVentiX is proven to work with solutions from Ivanti, Citrix UEM, VMware UEM and Microsoft\FSlogix.



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