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.
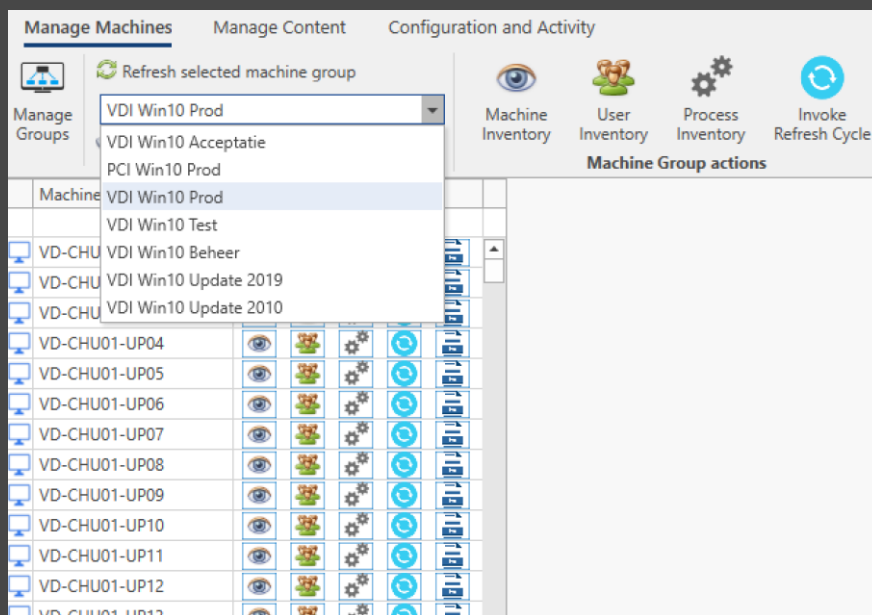

Machine groups allow Diakonessenhuis to manage their different deployment types like the pooled (non-persistent) and dedicated (persistent) desktops. Also the fat clients and RDS environment can be managed in exactly the same way.
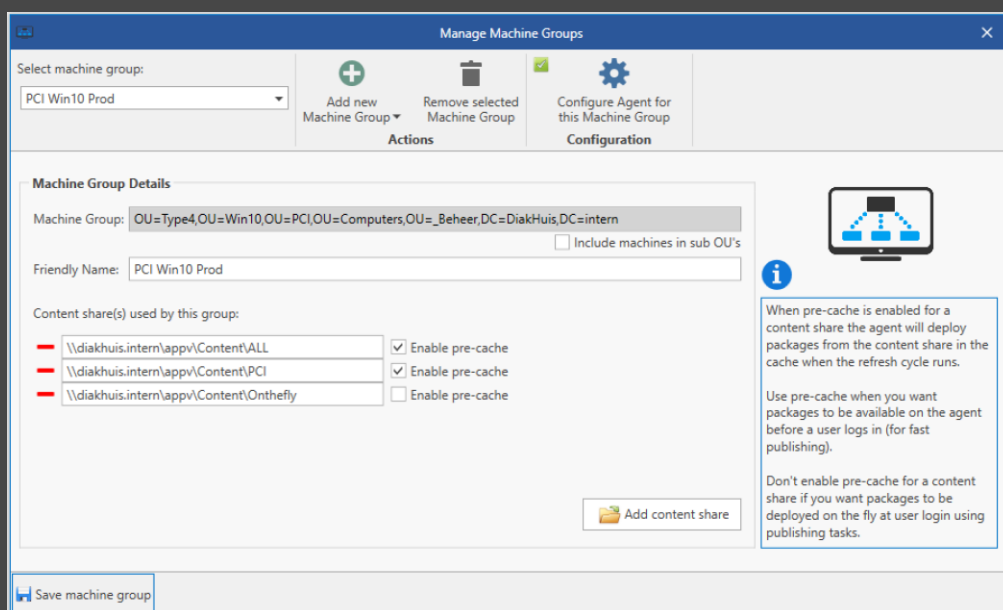
Diakonessenhuis uses both the pre-cache and on the fly delivery mechanisms of AppVentiX. This can be controlled with just one checkbox in the machine group settings. Pre-cache means that applications on the content share are pre-cached before a user logs in (for example when the machine starts or when 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.
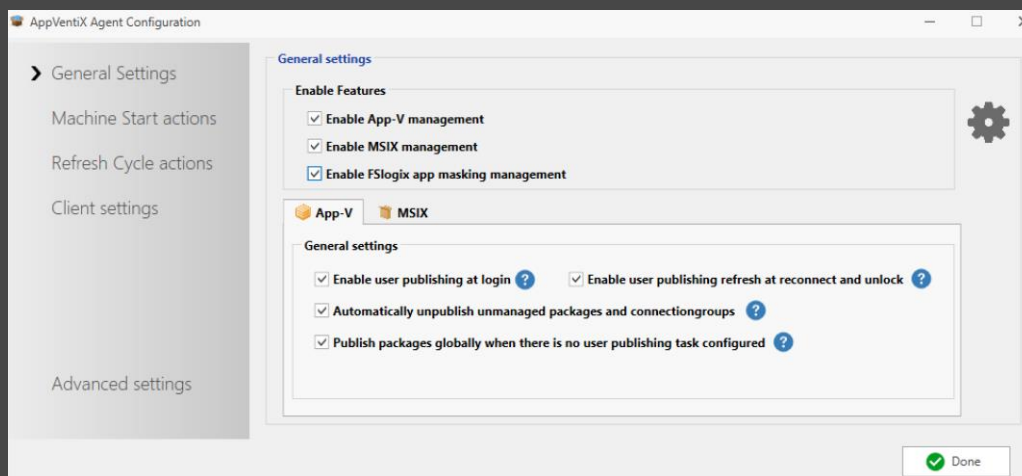
The content inventory in AppVentiX gives a clear overview of the applications per configured content share. From here packages can be managed easily.

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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