

Healthcare organization upgrades VDI environment with Dell APEX Private Cloud

Business needs

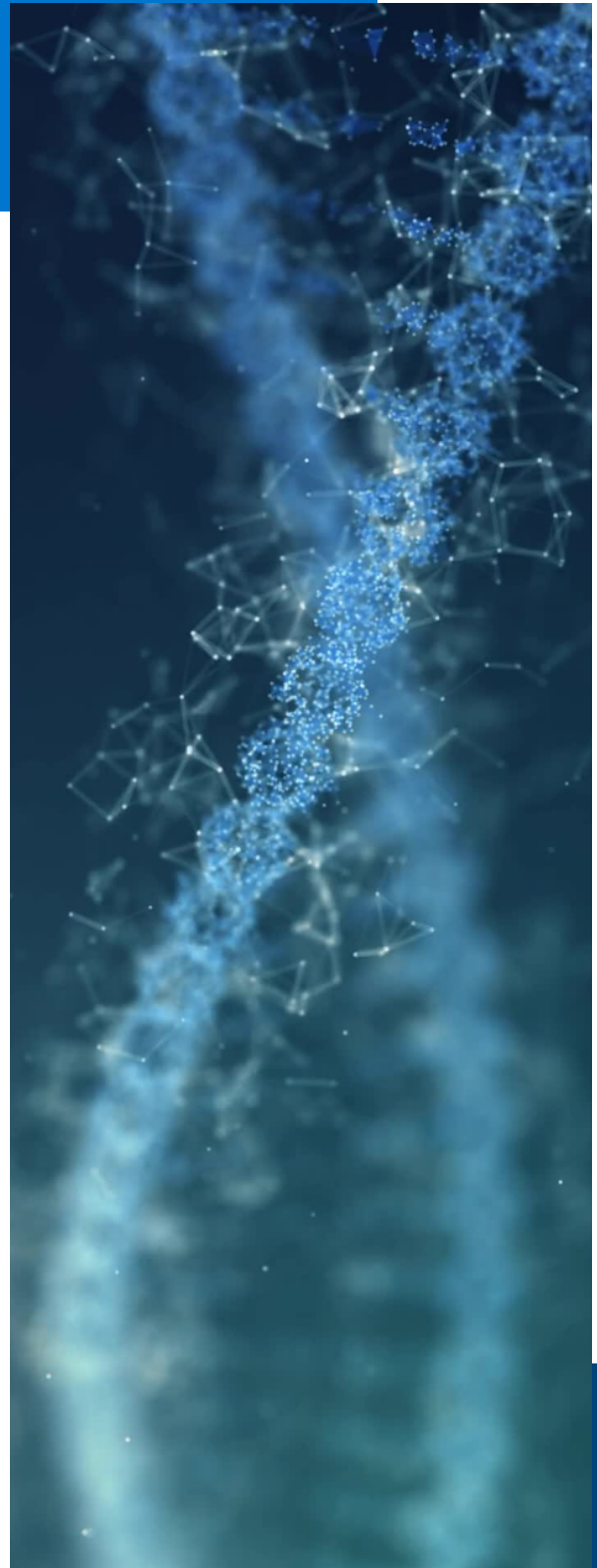
- Update VDI environment to improve user experience and productivity.
- Provide frontline clinicians with access to critical applications.
- Balance the needs of both business leadership and IT.

Business Results

- Reliable architecture for critical applications.
- Increased employee productivity.
- Refined virtual experience for end users.
- Reduced risk through platform standardization.
- Solution deployed at speed and on time.
- Ensured the best possible patient care.

Solutions at a glance

- APEX Private Cloud



Giving frontline workers access to critical applications

A healthcare organization responsible for treating hundreds of thousands of patients every year wanted to provide frontline clinicians with the user experience and access to critical applications needed to work as effectively as possible. To achieve this, the business needed to upgrade its existing Virtual Desktop Infrastructure (VDI).

Prior to working with Dell Technologies, clinicians working for the healthcare organization had struggled to access critical applications like Zoom, VMware Horizon and Microsoft Teams. This had not only negatively impacted staff productivity, but in some cases risked impeding patient care.

The C-Suite team wanted to prioritize productivity, cloud adoption and OPEX, while the IT department was looking for a partner who could help them create an ecosystem built around an end-to-end solution that was easy to move to and simple to consume.

APEX Private Cloud was chosen as it could meet the needs of all stakeholders without compromising on either groups' priorities. The fact that APEX Private Cloud solutions can be deployed in as few 14 days and expanded in as few as 5 was one of the main drivers behind the organization's engagement with Dell Technologies.

Delivering a refined user experience

The healthcare organizations' CIO needed a private cloud and software-defined storage solution. Dell Technologies experts worked with the company's IT team to put together a tailored APEX Private Cloud solution featuring simplified management through the APEX Console, as well as additional analytics capabilities through Live Optics.



SIMPLICITY

AGILITY

CONTROL

A long-term Dell Technologies partner was also brought onboard to lead the deployment and configuration of VMware Horizon on top of the APEX environment.

Industry-wide supply chain challenges meant a traditional Proof of Concept (POC) approach was not possible. However, the organization leveraged Dell Technologies' Customer Solution Center to better understand the fast deployment, time-to-value, and simplified management that APEX provides. The IT team were impressed by APEX Private Cloud's ease of management and C-Suite stakeholders responded well to the potential business outcomes the solution would enable. Users also felt assured that a reliable architecture would now be supporting the critical applications they needed access to on daily basis.

Productivity and performance powers improved patient care

APEX is now enabling the healthcare organization to provide an improved virtual experience to frontline clinicians with access to the critical applications required to administer the best possible patient care. The company has also overcome the VDI performance issues that had previously impacted productivity.

By using a standardized platform with APEX Private Cloud, the company maintains complete controls over its information and overall cloud strategy, reducing risk and safeguarding sensitive data. Thanks to the accelerated time-to-value made possible by APEX, the healthcare organization was also able compress a solution deployment that would have typically taken six months to just 30 days.

Looking ahead, the C-Suite team anticipate further improvements to staff productivity thanks to low-latency access to critical applications and additional support from an IT department that no longer has to invest large amounts of its time managing hardware.

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