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Saving $298,000 yearly from productivity gains on a VDI deployment

Montage Health improves patient experiences by giving clinicians better access to critical applications with APEX Private Cloud.

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CTO and CISO, Montage Health

Business needs

- Improve the patient care experience.
- Update VDI environment to boost clinician productivity.
- Provide frontline clinicians with access to critical applications.
- Meet regulatory compliance requirements for HIPAA.
- Change organizational mentality around cloud technology.

Business results

- Saves patient lives through faster responses in critical care situations.
- Reduces VDI login times for clinicians by up to 11.66 hours per day.
- Delivers nearly $300,000 annually in productivity benefits.
- Eliminates capital expenses with predictable OpEx costs based on usage.
- Allows focus on delivering additional value, not managing infrastructure.

Solutions at a glance

- Dell APEX Private Cloud

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Montage Health, through its multiple entities in Monterey County, delivers extraordinary care to a half million individuals annually. The family of organizations includes Community Hospital of the Monterey Peninsula, Montage Medical Group, MoGo Urgent Care, Aspire Health, Montage Wellness Center, and Montage Health Foundation.

The organization relies on an extensive virtual desktop infrastructure (VDI) environment, with terminals on each clinical floor to provide the applications and information required for patient care and staff collaboration. Unfortunately, a number of VDI latency issues were decreasing productivity and threatening to impact care levels.

"Our mission is top-notch care, from birth to end of life," says Tahir Ali, chief technology officer and chief information security officer at Montage Health. "Our biggest delivery mechanism for the entire hospital is our VDI environment. The operating system sits in our data center and is delivered through the wire. We wanted to ensure that we have a top-of-the-line infrastructure to run our VDI solution. We chose Dell APEX Private Cloud."

Providing a cost-effective, refined user experience

In the past, it would take physicians, nurses and other clinicians an average of 100 seconds to log in to a VDI terminal. By deploying VDI on APEX Private Cloud, Montage Health was able to reduce login times to an average of 30 seconds — saving 70 seconds per session.

"We have 600 unique VDI sessions per day," Ali comments. "APEX Private Cloud saves us up to 11.66 hours daily, or a little under $300,000 per year in saved time on VDI logins.* It was also very easy to just put it together and then start delivering VDI."

He continues, "Most importantly, the low latency of the APEX solution saves lives in the emergency room, where patients may arrive bleeding and every second counts."

Ability to **scale on demand** to meet new business demands.

* 70 seconds per session x 600 sessions per day = 11.67 hours per day x $70/hour (average salary) = $817 per day x 365 days = approximately $298,000

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In addition to VDI, Montage Health also relies on APEX Private Cloud to support collaboration. "Currently we use a tool that does a lot of video and aids virtual visits for our patients," remarks Ali. "We added graphics processing units from NVIDIA into our APEX solution to deliver the entire stack of VDI and video. We integrated all the other applications into a single delivery mechanism using virtual desktop environments."

A predictable cost model

Beyond exceptional performance and better control over its IT environment, Montage Health appreciates the APEX Private Cloud predictable cost model that allows the provider to easily and confidently plan for the future.

"We've completely eliminated our capital costs," Ali notes. "Instead, we pay operational expenses based on what we actually use, similar to the public cloud. Dell Technologies has done a phenomenal job making sure the cost model is the same."

He concludes, "We don't want to spend time managing infrastructure or routine data center tasks. APEX Private Cloud lets us focus on work that improves patient care and offers real business value."

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