



Success Story

Client: LARGE HOSPITAL SYSTEM (TRIHEALTH)

Solution: ENDPOINT CONVERSION & IMPLEMENTATION



150+ locations installed



5100 endpoints converted & secured



Additional cost and expense avoided

Challenges

A large hospital network was in the process of migrating their virtual desktops from a VMware Horizon environment over to Citrix. CPC was already assisting with that migration. However, during the migration, CPC uncovered that this organization's existing thin clients were single purpose and designed to work only with VMware and its existing proprietary protocol. Because those devices were incapable of communicating with Citrix, they had to be replaced or converted, potentially costing this client added expense and time to migrate.

Solutions

Rather than throwing everything away, CPC recommended IGEL OS as part of their solution, which afforded the client the ability to repurpose its existing devices, making the management of those devices easier and more intuitive. CPC delivered a proof of concept that showed through a single policy change, it could allow the client's existing thin clients to work with Citrix the same way they worked with VMware while being more secure. Because of the size and scope of this solution and the complexity of dealing with a heavily regulated healthcare environment, CPC tackled this project while continuing to work on the Citrix virtual desktop migration to save the client time. By the time the migration was complete, all the thin clients were operational.

Outcome

Leveraging IGEL OS, LG and HP hardware, and nimble on-site teams, CPC successfully converted and deployed more than 5,100 endpoints on time, across more than 150 locations over an 18 month period. The solution allowed (TriHealth) to utilize existing hardware in many cases instead of purchasing new and switch its environment over to Citrix. In the healthcare space, it was paramount that these digital transformation initiatives did not disrupt workflow operations and upheld the industry's strict security specifications, and CPC was able to accomplish both.

In the end, the client said the process was so seamless, "It was like flipping a switch."