Orbis Medical and Health Care Center

The Netherlands

A Hospital Where the Patient Feels 'at Home', and Repercussions on IT

A hospital must be a place where the patient feels at home and where it is a pleasure to work. It was with this aim that, in 1996, Orbis laid out the first plans for a new organization housed in a new building and based on brand new principles—"The 21st century hospital." It also had repercussions on the ICT at Orbis: ICT had to be integrated into the care processes so that it would form the engine for the company processes.

Jos Demandt, Head of the ICT department at Orbis Medisch and Zorgconcern, was able to clearly visualize what was required.

"We wanted to move forward towards a dynamic environment where you continue to provide the right IT in spite of changes and complexity. It should be more like a utility than a system," he said. This meant that we had to use a modular form of construction. In the same way that separate LEGO bricks can be assembled to form complex objects, our applications and systems also had to fit into the larger whole. Adding or removing a brick may not have consequences for the presentation of the whole."

> "RES Workspace Manager can be compared to an aircraft flight deck. It tells our managers what is going on and allows them to control our IT environment from a single place."
>
> *— Jos Demandt, Head of ICT Department, Netherlands*

Orbis has 12 locations spread across Limburg, and provides continuous care 'from GP to home-care'. It employs a total of 5500 people, and the new hospital contains 450 beds. So which developments in the care industry make a dynamic environment so essential?

- Raising efficiency: There are tight protocols for each process and no time can be lost because IT support is insufficient. Managers must be able to act fast.
- Securing patient details and information: The EPF must be accessible at all times by the right people in the right places.
- Wide diversity in jobs and roles, which is reflected in the breadth of applications.
- Overview and control are becoming increasingly vital to provide staff with what they need.

The Dynamic IT Environment at Orbis

Orbis' intention was to have one system that would support all processes within the company. SAP's ERP software formed the basis of the 'hospital information system,' extended to include the addition of the EPF and the nursing file. The system communicates with other specific medical systems such as the laboratory system.

In the area of workspace technology, Orbis chose Terminal Servers and Citrix in combination with RES Workspace Manager and RES Automation Manager. Applications are further virtualized using VMware ThinApp. In Jos Demandt's view, the virtualization of applications is also an expression of the dynamic IT environment.

"When you install an application on a PC, it takes root, so to speak, in the Operating System. If you need to adapt or replace an application, this can affect other applications, and that is exactly what we don't want to happen. Now, however, the application operates more in what can be described as its own 'soap bubble,' meaning that it becomes an autonomous building block. So, whereas it used to cost us perhaps six months to move over to a new version of, for example, the SAP front-end, it is now possible to implement this 'on the fly," he said.

RES Workspace Manager in the Dynamic IT Environment

Orbis deploys RES Workspace Manager in order to give everyone their own personal work environment.

"Almost no one here has a fixed workspace, as we apply the principle of free seating. There are only standard work areas with standard PCs and telephones on standard furniture. It is only when you use a smart card, which you insert into the keyboard, that your personal workspace is sent to you. When the smart card is inserted, RES Workspace Manager detects which person with which particular role is logging in on PC A and ensures that that appropriate applications and settings are available. In principle, the session and the PC run continuously. When the smart card is removed and inserted into PC B, the session simply continues," Demandt explains. "Without a management tool like RES Workspace Manager this would be almost impossible. This was the only way we are able to give people the impression that applications follow them, wherever they log on."

The bedside terminals are also used by patient and doctor/ nurse as a work station. The doctor uses the smart card to log onto the terminal and is able to bring the patent data up to date in the EPF. The patient can log onto the same terminal to order meals, to internet or control the television. Once RES Workspace Manager has identified the user, it immediately allocates the proper applications and settings together with the correct security rules.

RES Virtual Desktop Extender (VDX)

technology is used extensively by Orbis to make local applications available within a Citrix XenApp session.

"Naturally, many of our specialists use very specific programs, which occasionally require special resources that cannot run on a Terminal Server. At the pathology policlinic, for instance, they use a speech recognition program that can only operate locally. However, RES Software enables us to ensure that the doctor has one start screen on which the local application is combined with everything required from the data center," said Demandt.

"I can compare RES Workspace Manager with the flight deck of an aircraft," continues Demandt. The flight deck is the control center from where the enormously complex guidance of a modern airplane is coordinated. RES Workspace Manager provides us with the same ability."

RES Automation Manager in the Dynamic IT Environment

From the very beginning, RES Automation Manager has been deployed to adapt the environment at the back-end.

"RES Automation Manager plays a massive role in the continuity of our environment," says Demandt. The fact that RES Automation Manager enables you to smoothly deploy additional servers or, when combined with ThinApp, add new applications without endangering stability, is what really makes the environment so dynamic."

RES Automation Manager means that manual installations or scripts are no longer needed. Demandt is convinced that this also contributes to the dynamic environment.

"It gives managers an overview and control over the various building blocks of our IT infrastructure. Using RES Automation Manager, we have automated our automation."

About RES Software

RES Software, the proven leader in dynamic desktop solutions, is driving a transformation in the way organizations manage, maintain and reduce the cost of their desktop infrastructure. The RES Software award-winning, patented products enable IT professionals to manage and deliver secure, personalized and compliant desktops independent of the underlying computing infrastructure – thin clients, virtual desktops, physical desktops, or server-based computing environments. The company empowers customers, from small to medium-sized businesses to global enterprises, to reduce desktop complexity and meet the essential needs of a dynamic workforce that requires on-demand access to their personalized workspaces. For more information, follow updates on Twitter@RESSoftware and visit www.ressoftware.com.