Songklanagarind Hospital Scales Up with Nutanix to Enable VDI Deployment

Company Background

Founded in 1982, Songklanagarind Hospital is a part of Prince of Songkla University, providing medical and healthcare services to patients in South Thailand. As a medical center as well as a medical school, it also serves as an R&D educational hub for Thailand's health science communities. The hospital houses 853 beds, 700 full-time physicians, and can serve up to 3,500 patients every day.

Challenges – Scaling Up Services

It is the hospital's aim to provide physicians access from anywhere and at any time from mobile devices to its in-house developed intranet portal, called the Hospital Information System (HIS). The hospital's IT department was tasked to identify a solution that effectively worked with the HIS portal to accomplish this. The HIS, a hospital database and processing system made available for all end-to-end hospital service functions, was developed in 1995 and is based on an open source platform and Microsoft XP. Now, Songklanagarind Hospital is 99% paperless, with the exception of getting a patient's signature, which is still a paper-based process.

With Microsoft's end of support (EOS) announcement for Windows XP, the team decided not to upgrade the existing Windows software, but instead look for a VDI solution that would work with HIS. The hospital had already implemented VMware and was in need of a VMware-compatible solution that would enhance the hospital's VDI vision and mission. "The solution had to be easy, simple, fast to implement, and easy to use because our users are not tech-savvy. They are physicians by practice. Their goal is simple, to be able to access patient data from their own devices from anywhere and at any time, and in a simple and easy way. They need to be able to access medical records from a remote site," said Associate Professor Theerasan Kiriratnikorm, MD, Deputy Dean for Medical Informatics, Songklanagarind Hospital.

Unlike other healthcare organizations, Songklanagarind Hospital's direction has been to develop its own software, to invest in server hardware, and to lease other endpoint hardware including desktop PCs, notebooks, peripherals, and maintenance. "Our annual IT budget is not big, and 50% of that amount is allocated to peopleware. We have to spend our budget wisely to ensure acceptable SLAs from our partners and to our end users," said Mr. Komane Ruangrit, Computer Specialist, Songklanagarind Hospital.

Nutanix Gets New Services Up and Running Quickly

Mr. Ruangrit was introduced to Nutanix by the hospital's IT consultant, Throughwave (Thailand) Co., Ltd., a trusted and longstanding IT partner who

> "Our mission is to allow our physicians to be able to access the Hospital Information System (HIS) through our intranet anywhere, anytime. Through the Nutanix Virtual Computing Platform implementation, the hospital has managed to reduce IT spending and increase productivity with the BYOD ability."
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> —Mr. Komane Ruangrit: Computer Specialist, Songklanagarind Hospital.

Industry

Healthcare

Business Needs

Needed a better storage and server solution for VDI environment

Solution

The Nutanix Virtual Computing Platform (NX3450)

Benefits

- Obtained easy access to the HIS systems for over 200 physicians with plans to scale to 1500
- Successfully launched bring-your-own-device (BYOD) program to access HIS remotely without disruptions
- Enabled simple and speedy deployments of infrastructure in less than an hour

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truly understands the physician's needs and demands. The Songklanagarind Hospital's IT team conducted a proof of concept and was satisfied with the results. "We selected the Nutanix Virtual Computing Platform and it took us only a couple of days to deploy," Mr. Ruangrit said. "It is that simple. All we did afterwards was to post the user guide on our internal web board and assigned ID/passwords to our users."

At present, approximately 200 physicians are accessing the HIS from their devices at any time, from anywhere. As proof of the system's resiliency, the HIS portal is performing seamlessly, even when the traffic hits a peak of 120 concurrent users. The IT department's service level agreement (SLA) is that users should be able to access data on-premise in under five seconds. The team has already received numerous compliments from its end users who post comments on the hospital's web board.

The performance of the VDI server running on Nutanix has been even greater than expected. The hospital has on-premise Wi-Fi, which can now accommodate up to 500 concurrent users. As a medical center and school, the physicians are also involved in R&D. They are now able to complete their research tasks and reports from home, adding to the overall positive user experience and increasing their productivity.

"The Nutanix solution is simple to deploy and manage. We can monitor and centrally manage traffic with a single screen. The system is highly scalable, which is what we were looking for. This flexibility allows us to add additional nodes on an as-needed basis while allowing us to continue to use the HIS," commented Mr. Ruangrit.

The Future

The hospital now plans to expand the number of VDI users to cover all of business functions. The goal is to serve up to 1,500 users with the Nutanix solution through its zero-client project, without having to buy any additional appliances. The zero-client solution will also enable the hospital to achieve tremendous energy consumption savings because it only takes eight watts per machine, while the desktop PCs used 30-40 watts per machine. "Green hospitals with superior services are our ultimate goal" noted Mr. Ruangrit.

> "Each day, we have around 100-120 doctors easily accessing their patients' information via our HIS, which is powered by the Nutanix Virtual Computing Platform."
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> —Professor Theerasan Kiriratnikorm, MD and Deputy Dean for Medical Informatics, Songklanagarind Hospital

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About Nutanix

Nutanix delivers web-scale converged infrastructure to medium and large enterprises with its software-driven Virtual Computing Platform, natively converging compute and storage into a single solution to drive unprecedented simplicity in the datacenter. Customers can start with a few servers and scale to thousands, with predictable performance and economics. With a proprietary elastic data fabric and consumer-grade management, Nutanix is the blueprint for application-optimized and policy-driven infrastructure.