

IJsselland Hospital

IJsselland Hospital makes the logical choice with Scense

IJsselland Hospital, in Capelle aan de IJssel in the Netherlands, offers a wide range of quality care and emergency services.



A mid-sized community hospital, it employs over 1,000 staff including 85 medical specialists, has 390 beds and deals with nearly 14,500 inpatient visits, 10,500 day centre treatments and almost 180,000 outpatient visits a year. It also acts as a teaching hospital for a range of medical specialisms.

At the forefront of medical ICT

The hospital's IT department manages over 900 PCs, virtual desktops, laptops and tablet PCs, with 185 servers and approximately 200 applications. In the last few years, it has responded to calls for better patient care and increased efficiency, as well as the constant introduction of new medical treatments and techniques, by transforming itself from a problem-solving function into a strategic asset.

The challenge of medical applications

Delivering applications within a medical institute is quite a challenge, as administrator Menno van den Heuvel explains: "IJsselland needs to deliver medical services 24x7 and procedures have to be in place that guarantee close to 100% uptime for all IT services." If the hospital has to resort to paper-based backup, it means poorer quality care for patients and costs time and money, as information has to be digitized later.

In August 2005 the hospital IT department began the search for a solution that would enable them to centrally manage desktops, laptops and tablet PCs and the applications running on them, to provide a robust and stable environment for users.

The requirement

One of the key criteria for any solution was rapid deployment. Medical applications are updated constantly, operating theatre applications as often as once a week. They need to be tested and delivered in hours but resources are limited and downtime is not an option.

Applications must also be available any time, anywhere. Nurses and medical specialists may have to access patient data and applications while visiting patients, in the operating room, doing research or at home.

Stability and reliability are vital. IT staff shouldn't have to waste time repackaging applications to avoid potential software conflicts.

Finally, hospital users are extremely demanding. Specialists and research personnel do not take kindly to restrictive IT policies and expect the applications they need, for a new medical treatment or project, at very short notice.

A key role for Scense

IJsselland chose Microsoft Application Virtualization (App-V) as the best way to deliver end-user applications and Scense's User Workplace Management solutions also had a vital part to play for five main reasons, according to Menno.

Avoiding additional expense. "By using Scense to deliver the virtualized applications to end users, we didn't need to buy a streaming server. This saves us money and helps to minimize the complexity of our IT environment."

One sequence fits all. "This saves us time in our application acceptance environment. Before, we needed to re-sequence an application after it was accepted by end users. With Scense, we just sequence once, and the same application behaves differently depending on the stage of the acceptance process."

Delivery in seconds. "As soon as it's sequenced, two mouse clicks deliver the application to the end user. Importing the application to the Scense database, delivering shortcuts to end users and application streaming are all fully automated."



Menno van den Heuvel,
Administrator, IJsselland Hospital.

“Deciding to work with Scense was the most logical choice. Scense solutions have been developed on the premise that Desktop Management Solutions should be 100% user-based.”

Dependencies. IJsselland can create dependencies between applications with a single mouse click. Scense takes care of the Dynamic Suite Compositioning.

For applications that can't be virtualized. These can still be delivered unattended, in seconds and without any application conflicts, using Scense Easy Delivery and Adaptive Installer, in the same timely and cost-effective manner.

The best of both worlds

IJsselland Hospital ended up with fast application delivery and a reliable IT environment. And that translates to better care for patients. As Menno says:

“We achieved a central infrastructure to manage and maintain our desktops, laptops and tablet PCs and now offer end-users a stable, robust environment without disruptions or failures. Application conflicts have been reduced to zero.

At the same time, Installing and reinstalling applications that previously took up to 90 minutes can now be sorted in just seven.”

The future with Scense

IJsselland 's IT department no longer has to work reactively but is able to concentrate on improving the hospital's IT infrastructure even further.

As Menno says, “As a young and very dynamic organization, Scense are continuously developing and improving their products, with a very innovative approach and a clear and focused vision. When we talk to them, they really listen and we can have useful discussions about our ideas and plans.”