



Cherry Health Improves Software Performance and Compatibility Within Its SBC Environment



-  Cherry Health
-  Employee +900
-  MI, United States
-  Healthcare

About Cherry Health

Cherry Health is the largest federally-qualified health center, with 20 locations statewide to support medical, dental and vision services.

Cherry Health relies on technology to support a holistic approach to delivering medical services. The organization’s IT team oversees 260 virtualized servers and 30 physical servers running healthcare applications such as NextGen Electronic Health Records, Dental, and Vision. Records are integrated so a provider can see the whole picture when looking at a patient’s medical chart.

The Challenge

Cherry Health leveraged Login VSI to test virtual workspace performance and reliably predict it could reduce host infrastructure while providing better performance.

Cherry Health migrated to a virtualized desktop environment to achieve and maintain the holistic patient view, bringing its partners and patients into the same virtual infrastructure for a standardized experience. During an arduous 18-month process to build and test a new server-based computing (SBC) platform - a XenApp published desktop - Cherry Health encountered performance issues with the compatibility of its software applications. Lacking a formalized quantitative testing process, Cherry Health relied on end-user complaints to determine the performance impact of any changes.

Tim Riegler, systems engineering manager for Cherry Health, began looking for a platform to improve performance and reliability for the new virtualized desktop. “Bringing everything into a central location, we needed to be able to test and validate updates in a more process-oriented and methodical manner,” Riegler said. “There are stark differences between a physical and virtual environment, and it’s the little details that can come back to haunt you – such as getting all of your printers to show up at once so a user’s login does not take thirty minutes.”

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Tim Riegler
SYSTEMS ENGINEER

The Solution

Cherry Health had been running a standardized desktop for four years on Citrix XenApp and was looking to refresh its hardware. Rather than painstakingly estimate variables such as the number of servers, processors, memory, and capacity, Riegler selected Login VSI because its software provided industry-standard testing that could help the IT team better predict, validate and manage the performance of the new virtualized desktop environment.

“We started running tests for the number of users, servers, RAM and so forth to systematically and quantitatively prove which configuration would be best for Cherry Health,” added Riegler. “I had to know definitively that we would get the fastest performance with the least contention because we want users to have the best experience. Importantly, we also didn't want to spend more on unnecessary hardware infrastructure to ensure the right performance.”

The Results

The simplicity of the Login VSI solution made it easy for Riegler's team to load test, benchmark, and plan capacity. When Cherry Health initially tested its legacy production servers using the Login VSI benchmark, the health care provider immediately realized it could support 40 to 50 users on a single VM, and up to 200 users on a single host. Riegler could accurately predict that by migrating to newer hardware the IT organization could reduce the host infrastructure and support the same number of virtual desktops. Using Login VSI to support SBC operations and realistically test virtual workspace performance, means that today IT supports 850 users from Cherry Health with an additional 100 users from partner organizations.

“Workload testing can be complicated, time-consuming, and difficult to scale. My favorite thing about Login VSI is that I know the workloads being run are the same, time and time again -- they are repeatable results that can be trusted,” said Riegler. “The management dashboard is very detailed with information that helps us immediately understand the results.”

The scale, reporting, and automation provided by Login VSI also enables Cherry Health to improve the end-user experience and adapt to changes in service delivery. For instance, Login VSI software allows Riegler's team to revert back to previously created images or quickly test, build and implement new images, enabling them to support upwards of 100 additional client visits a day without interrupting service.

“Perception management is huge. If I go home knowing my users are happy it makes my day,” said Riegler. “If no one says anything, then IT is doing its job. IT as a service is a utility -- people want to come in and know things will work. We can take guesses at configurations, but we can't run an organization that way. Login VSI allows us to be proactive at managing the user experience, and we don't ever wait for our customers to make a complaint.”



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About Login VSI

Login VSI automatically tests and validates the impact of change to physical, virtual and cloud-based workspaces, to maximize the true end-user experience.