

# Reduced host infrastructure and better workspace performance for American healthcare provider



**Industry:** Healthcare

**Country:** USA

**Challenge:**

To complete a corporate merger, an increase in software interoperability and performance for a new SBC deployment was needed.

**Solution:** Login VSI

**Results:**

- IT team can now quickly test, build and implement new images, enabling them to support upwards of 100 additional client visits a day without interrupting service
- Login VSI benchmark showed a support of nearly 200 users on a single server and reduce host servers
- SBC environment now supports 850 users with an additional 100 users

When a US federally qualified healthcare provider migrated to a virtualized desktop environment in 2011, bringing partners and patients into the same virtual infrastructure for a standardised experience, it encountered performance issues with the interoperability of its software applications. Without a formalised quantitative testing process, the organisation relied on end user complaints to determine the performance impact of any changes.

The organisation needed to be able to test and validate updates in a more processor-oriented and methodical manner, to address the stark differences between a physical and virtual environment.

## The challenge

The healthcare provider began looking for a platform to improve the performance and reliability of its new virtualised desktop. It had been running a standardised 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, the organisation selected Login VSI because its software provided industry-standard testing to help the IT team better predict, validate and manage the performance of the new virtualized desktop environment.

It started running tests for the number of users, servers and RAM to systematically and quantitatively prove which configuration would be best and provide the fastest performance with the least contention. The aim was to give users the best experience and provide the right performance without spending more than necessary on hardware infrastructure.

## The result

The simplicity of the Login VSI solution made it easy to load test, benchmark and plan capacity. When the healthcare provider initially tested its legacy production servers using the Login VSI benchmark, the organisation discovered it could support 40 to 50 users on a single VM and up to 200 users on a single host.

*“ While workload testing can be complicated, time-consuming and difficult to scale, Login VSI ensures the workloads being run are the same, time and time again, providing repeatable results that can be trusted.”*

Login VSI enabled the IT team to accurately predict that it could reduce the host infrastructure and support the same number of virtual desktops by migrating to newer hardware. Using Login VSI to support SBC operations and realistically test virtual workspace performance, the healthcare provider found it could support 850 users (and an additional 100 users from partner organisations).

While workload testing can be complicated, time-consuming and difficult to scale, Login VSI ensures the workloads being run are the same, time and time again, providing repeatable results that can be trusted. The management dashboard is very detailed with information that helps the IT team to immediately understand the results.

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

## About Login VSI

End user experience begins with performance. Great performance begins with Login VSI. We provide performance insights for virtualized desktop and server environments. IT departments, service and technology providers use Login VSI, Login PI and Login AM in all phases of their virtual desktop deployment to deliver a more consistent end user experience. Login VSI products work with VMware Horizon View, Citrix XenDesktop and XenApp, Microsoft RDS and any other Windows-based virtual desktop solution.

Visit [www.loginvsi.com](http://www.loginvsi.com) for more information.

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