Presence Health Optimizes User Density on Nutanix for Major Epic Upgrade with Login VSI

🏢 **Presence Health**

👥 **Employee +250**

📍 **Illinois**

🏭 **Healthcare**

Presence Health®

About Company

Presence Health is one of the largest behavioral health service networks in Illinois with more than 150 locations around the state, including 12 hospitals, and 27 long-term care and senior living facilities.

Detailed testing and benchmarking of various settings on the Nutanix hardware and software platforms with Login VSI, resulted in an incremental 1,300 users on the same environment.

Presence Health is committed to providing the highest quality of services possible:

- Presence Health hospitals are nationally recognized for quality heart care, including high ratings for open-heart surgery. All hospitals are designated Primary Stroke Centers and are ranked as one of U.S. News and World Report's 2015 Best Hospitals for Common Care.

- Presence Health home care was named to the 2014 HomeCare EliteTM, an annual ranking of the top 25 percent in-home care providers in the nation.

- The Presence Health Resurrection University with its College of Nursing is over 100 years old, has one of the highest state board rates in the state, and is a large sponsor of graduate medical education in Illinois with nearly 300 residents, 80 percent who are primary care physicians.

IT systems are a critical success factor in every modern healthcare organization. To achieve and maintain the high standards of service, Presence Health invests heavily in the latest technologies.

The Challenge

In 2017 Presence Health initiated an Epic Systems upgrade project, that precipitated a multi-million dollar investment in Nutanix hardware, multi-vendor software, and implementation services, including:

- A Nutanix NX 3060 chassis

- Software from Epic, Microsoft, Citrix, and Anti-virus

- Technical Professional Services and Project Management

In November 2017, Login VSI was engaged by Citrix, at Presence Health, to functionally verify and optimize the planned rollout of Epic 2017 which was a major client initiative upgrading from their 2014 environment.

The Solution

Login VSI's synthetic user technology was used to simulate Epic user workloads on the Nutanix platform and measure the resulting end-user experience. By scaling to thousands of synthetic users, Login VSI was used to predict the maximum user density before the end-user experience degrading. The goal was to ensure that the Epic upgrade could be rolled out "cold" on a given day, that the environment was functionally tested end-to-end, and all users would experience a performance as good or better than what they were accustomed to on the previous version of Epic.

The Result

The data generated from the Login VSI testing enabled the Nutanix engineer on site to optimize various settings on their hardware and software platforms. The resulting configuration changes facilitated an incremental 1,300 users in the environment with no additional costs to the customer. With the first run of Login VSI after the new system implementation, the system could support a maximum of 2,912 users. Once optimized using Login VSI data, Nutanix was able to increase this to a maximum 4,200 users.

Had the customer not been able to do this optimization, the necessary incremental investments to cover for 1,300 more users would have resulted in an estimated $3M in excess spending over 3 years (using the industry accepted metric from Gartner saying a VDI user costing $2,300 per annum).

LOGINVSI