



# INTEGRIS Health Keeps Its EPIC Environment Healthy in an Ever-Changing World

 INTEGRIS Health     
  Employee +10,000  
 Oklahoma     
  Healthcare



## About INTEGRIS

The INTEGRIS is a nonprofit healthcare system headquartered in America’s heartland in Oklahoma City. INTEGRIS has several locations within the Oklahoma City metro and operates numerous facilities throughout the state. Each of these organizations brings a rich history of serving Oklahomans. Collectively, INTEGRIS maintains more than 1,900 licensed beds and has medical staff that number more than 2,500 physicians. INTEGRIS entities offer a wide range of highly developed inpatient, outpatient and ancillary services. Providing excellence in medical care along with research, staff education, support groups for patients and their families and educational programs for the community.

## The Challenge

The INTEGRIS needed to move their Windows 7 EPIC environment to Windows 10 and ensure that individual application interactions in EPIC did not increase overall exception rates. Once they were able to deploy their Windows 10 image for EPIC, they wanted to guarantee that they maintained a predictable and acceptable user experience, even for their remote users in production. INTEGRIS recognized the need to measure the impact of the increasingly frequent and necessary changes in their environment from things, such as security updates, EPIC and Windows 10 updates.

## The Solution

The INTEGRIS chose Login Enterprise to understand how many Windows 10 desktops INTEGRIS could support on the hardware currently supporting their Windows 7 VDI deployment. This enabled INTEGRIS to validate:

- The correct amount of hardware necessary to meet their user experience requirements

- The functional and at-scale performance of EPIC before production
- Any modifications to their configuration to deliver the best performance

Once the appropriate pre-production testing had been completed, they were able to safely roll the new configuration into production. Login Enterprise was then utilized to:

- Continually compare current performance against the previously established baselines
- Monitor remote connectivity for their users from IGEL UDP endpoints
- Predict future performance based on historical trends

Going forward, any major modifications to their desktop images are now tested through Login Enterprise to determine:

- Any required change in user density to ensure continued operation at acceptable levels
- Application transaction time changes and the influence of underlying network latency
- Login duration changes
- Compatibility of key applications with the planned update.

*“We’ve been focusing on Login Enterprise because of the Windows 10 rollout that we are about to do. The data that it has been providing has been invaluable to our troubleshooting and performance monitoring. It’s working as intended and even more!”*

**Vinnie Santiago**

VMWARE ENGINEER, INTEGRIS



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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.

## The Result

The EPIC transition from Windows 7 to Windows 10 was seamless. User experience using EPIC on Windows 10 is improved compared to the previous Windows 7 environment. With Login Enterprise, INTEGRIS now can identify user experience issues in advance of their users reporting to the Helpdesk. INTEGRIS has unprecedented insight into their remote user interactions with EPIC. Also, they can optimize their cost associated with VDI using empirical data and supply an overall better user experience.

## The Conclusion

INTEGRIS needed to understand how their infrastructure will respond to the demand for their specific EPIC workload when used by a large population of users. By testing at scale with Login Enterprise, INTEGRIS was able to expose, understand and remediate any design or configuration deficiency before deploying their new Windows 10 EPIC environment into production. Using this baseline set of data INTEGRIS can verify that future planned changes do not negatively impact the end-user experience by re-testing each major update at scale. Every significant change to their environment can be quickly evaluated and deployed with confidence and without compromising user experience. Additionally, Login Enterprise helped INTEGRIS to gain a better understanding of their end-user experience in production across all their remote sites, enabling them to respond and even predict degrading user experience before an alert from an end-user.