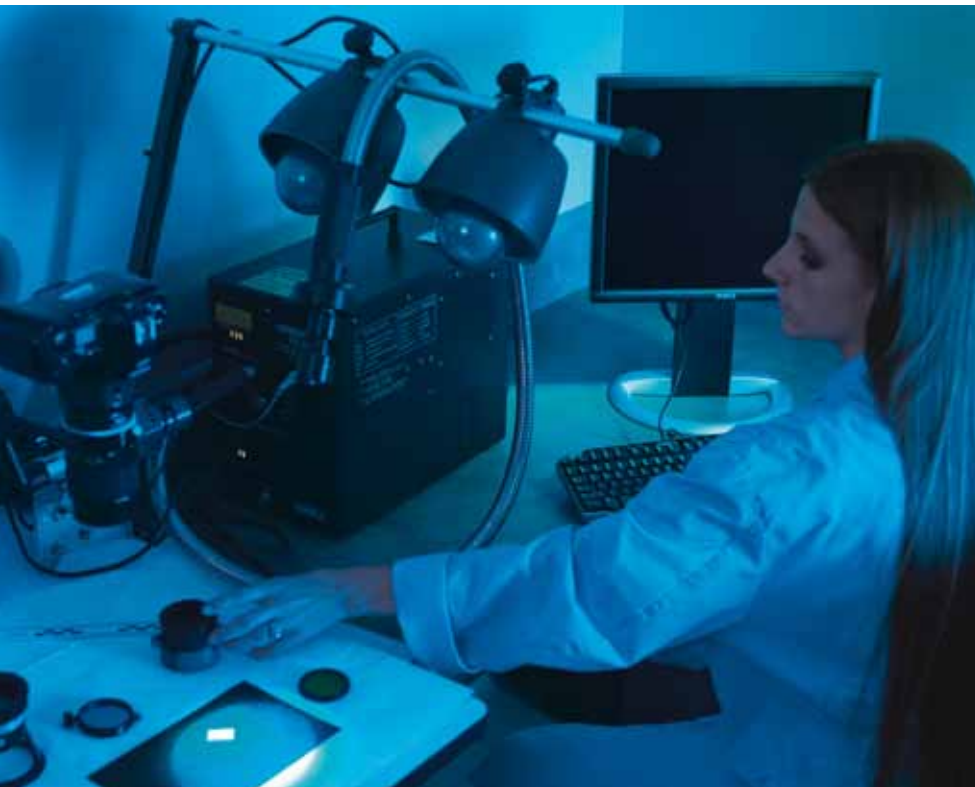


Faster access to data helps healthcare group improve patient care

- Migration
- Virtualization



“Medical and nursing teams can access the IT system from anywhere in the hospital ... This has a real impact on the service we can deliver to our patients.”

Béatrice Bérard, System, Server, Architecture and Database Manager, CHU Nancy

Customer profile

Company:	Central University Hospital (CHU) Nancy
Industry:	Healthcare
Country:	France
Website:	www.chu-nancy.fr

Business need

CHU Nancy wanted to improve patient care, giving doctors and nurses easier and more secure mobile access to patient records and health information systems.

Solution

The hospital consulted with Dell to deploy a virtual work environment giving its health professionals the fast access to data they need.

Centre Hospitalier Universitaire (CHU) Nancy

Benefits

- Detailed assessment and design ensures successful deployment
- More than 4,000 users gain remote access to patient data
- Collaborative approach leads to trouble-free deployment
- Security of patient data improves
- Fast access to data from desktops, laptops

Even the most sophisticated hospitals in the world, which use the latest technology, are still driven by a simple goal – to deliver the best possible patient care. There’s no substitute for talented and hardworking doctors and nurses, but administrators can make their lives easier with a powerful, well-integrated IT infrastructure.

“We needed to be thorough at the assessment and design stages and Dell really demonstrated the same commitment as our in-house team. The collaboration ensured a smooth deployment.”

Béatrice Bérard, System, Server, Architecture and Database Manager, CHU Nancy

The Central University Hospital (CHU) in Nancy is one of the largest healthcare providers in France and has almost 2,000 beds spread over three locations. Béatrice Bérard, System, Server, Architecture and Database Manager is an IT director at CHU Nancy. The team wanted to give doctors and nurses faster access to the hospital’s health IT systems, and, most importantly, mobile access from all three sites. Bérard says: “We spoke to medical and nursing teams about what would make their work easier. In response to their feedback, we decided to give medical staff access to electronic patient records, from a PC or a laptop at every site.”

For the project to be successful, access to the system had to be quick, simple and secure. Bérard wanted to avoid multiple passwords and complicated logon details and provide a simple, user-friendly interface. “This was a crucial project for us, because we’re committed to constantly improving levels of patient care in our wards,” he says. “However, we also had a legal obligation to keep our patient records secure and needed to re-assess our IT systems. Our challenge was to create a solution that combined security with maximum data access for more than 4,000 doctors and nurses and other staff.”

Planning a flexible environment

CHU Nancy wanted to improve flexibility and performance in its IT infrastructure at a lower and better managed cost of ownership. It asked a number of solution providers to

suggest ways to approach the project and was impressed by a joint proposal from Dell and Systancia – a Dell Certified Partner. They proposed using Systancia’s product AppliDis Fusion, which delivers joint application and desktop virtualization installed on a powerful Dell server environment. This dynamically manages server and application resources according to changing user needs. Bérard says: “We looked at a number of solutions, and it became clear that the proposal from Dell and Systancia fit perfectly with our requirements in terms of scope, but especially methodology. They offered a complete solution, including design, hardware, software and project management.”

Technology at work

Services

Dell Global Infrastructure Consulting Services (GICS)
– Dell Project Management

Application services
– Application Packaging

Hardware

Dell™ PowerEdge™ M600 blade servers with Intel® Xeon® Processors 5400 series

Dell PowerEdge M1000e modular blade enclosures

Software

Systancia AppliDis Fusion



Comprehensive assessment ensures project success

At CHU Nancy's two main datacentres at Hospital Central and Hospital de Brabois, Bérard's team worked together with experts from the Dell Global Infrastructure Consulting team (GICS) to assess the best way to proceed. They looked at ways of linking the datacentres and the impact on the environment if a problem were to develop at one of the sites. An initial audit of the two datacentres was carried out, after which Dell provided recommendations and architecture documentation to Bérard and the IT team. A detailed risk analysis helped to anticipate and circumvent potential business continuity and security issues at the design stage. Bérard says: "We needed to be thorough at the assessment and design stages and Dell really demonstrated the same commitment as our in-house team. The collaboration ensured a smooth deployment – in particular, Dell's expertise in the healthcare industry helped us anticipate problems in linking our systems and avoid pitfalls from the start of the project."

Collaborative approach leads to trouble-free deployment

CHU Nancy had purchased Dell servers before, but added 50 more Dell™ PowerEdge™ M600 blade servers with Intel® Xeon® Processors 5400 series across the two datacentres. These are housed in Dell PowerEdge M1000e modular blade enclosures. Dell and Systancia deployed the AppliDis Fusion

virtualization application on these servers. AppliDis Fusion manages and virtualizes Windows applications. This allows CHU Nancy to manage everything from a single location.

The switch to virtualization had to be seamless. The systems and data being moved were not only essential for the day-to-day running of CHU Nancy's hospitals, but Bérard also couldn't risk losing any patient data, so Dell and Systancia took a cautious and systematic approach. The project plan consisted of three stages:

- Create images of the organisation's existing servers to ensure optimal use of resources.
- Virtualize the hospital's applications and deploy them on two sites.
- Configure client-side units for remote access.

Pilot programme proves a success

To test the effectiveness of the solution, CHU Nancy launched a pilot project for 300 users spread across two locations. The sites were seven kilometres apart and users came from every department in the hospital and included administrative staff, doctors and nurses. Bérard says: "We needed to make sure that up to 4,000 healthcare personnel would be able to use the system before we rolled it out across the infrastructure. The pilot programme proved the value of the Dell solution to our staff."

"For this plan to be successful and completed on time, we needed strong project management, and that's what Dell delivered."

Béatrice Bérard, System, Server, Architecture and Database Manager, CHU Nancy

Faster access to patient data from any location

This project represents a major evolution in the development of patient care at CHU Nancy. The nurses and doctors at the hospital need fast access to patients' files and different applications and not only has staff mobility improved, but identification and security issues have been resolved. Through careful planning and collaboration, Dell provided an enterprise level, secure platform that CHU Nancy can build on in future months. Bérard says: "Medical and nursing teams can access the IT system from anywhere in the hospital – in the patient's room, on the ward – from a PC or laptop. This has a real impact on the service we can deliver to our patients."

Comprehensive project management ensures success

With three phases to the project – assessment, technical consolidation, and deployment of the virtualization software – a well planned and coordinated effort was essential. Bérard says: "For this plan to be successful and completed on time, we needed strong project management and that's what Dell delivered. All our requests and requirements were handled by Dell consultants – whenever a problem came up, Dell solved it easily."

Security of patient data guaranteed

Hospital staff no longer use generic accounts to access the network, but connect through a personal account. Previously, departments shared a common logon and password, which Bérard and his team considered a security risk. However, CHU Nancy wanted to make sure that the new security measures would be embraced by the hospital's staff. Bérard says: "We needed staff buy-in for the security element of this project to work. One of the reasons we were successful is because Dell supported us in promoting the project to medical and nursing teams. We all worked together to create a solution that suited everyone."

Faster, simpler management with remote system access

Centralised system management with AppliDis Fusion has significantly cut IT management time. Regular software updates to workstations on different sites can be installed by Bérard's team without travelling to each location, which keeps the environment up-to-date and consistent. Bérard says: "If we have a problem on a computer or with an application, we can usually fix it from the datacentre – there's no need to go on site. Likewise, if a workstation is down, users can connect to the system through another laptop or desktop in a matter of seconds."

For more information go to:
dell.com/casestudies/emea and
dell.fr/casestudies

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Universitaire (CHU)
Nancy**

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