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- David Rose, University Hospitals of Leicester NHS Trust

University Hospitals of Leicester NHS Trust

Location: Leicester, United Kingdom

Sector: Healthcare

Challenge:

- Inefficient, slow, Fat PCs at workstations
- Sharing of, and slow login of, user credentials
- Risky governance, privacy, and security

Solution:

- 10ZiG V1200-P Zero Clients w/Teradici chip-sets
- 10ZiG 5848q Zero Clients for VMware with the FREE 10ZiG Manager™ software for easy deployment



Customer Background:

The University Hospitals of Leicester NHS Trust is one of the biggest and busiest NHS Trusts in the United Kingdom, serving one million+ residents of Leicester, Leicestershire, and Rutland – with increasing specialty services over a much broader area. Their nationally and internationally renowned specialty treatments and services in cardio-respiratory diseases, ECMO, cancer, and renal disorders reach another two to three million patients outside of the hospital's geographical region.

Spread out over the General, Glenfield, and Royal Infirmary Hospital campuses, they also have their own Children's Hospital. Additionally, they work closely with Partners at the University of Leicester and De Montfort University, providing world-class teaching to nurture and develop the next generation of doctors, nurses, and other healthcare professionals, many of whom go on to spend their working lives right at Leicester's Hospitals.

The University Hospitals of Leicester NHS Trust employs 15,000 staff members and has 2,000 hospital beds in an acute setting. The Emergency Department based at the Royal infirmary is one of the busiest in the UK, and the new building where it is housed opened just over a year ago. Its location alone treats up to 800 people in a single day.

IT Challenge:

David Rose, Head of Design Authority in the Information Management & Technology department, is tasked with the role of determining and managing the technology used within the entire organization and has worked at the University Hospitals of Leicester NHS Trust for 25 years as a Technical Specialist.

Before discovering and using 10ZiG VDI endpoints, the University Hospitals of Leicester NHS Trust end users were experiencing slow login times on insufficient personal computers (fat PCs), affecting the ability to perform their jobs. The inability to switch users was also a common problem. This eventually led to sharing of user login credentials, having a strong impact on information governance, privacy, and security. Something had to change.



"The ongoing Tech & Customer Support that we receive reinforces our customer relationship with 10ZiG. 10ZiG is our #1 technology choice for Thin & Zero Client devices. Other manufacturers do not show the same attention to detail and account management."

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The Solution:

After becoming aware of 10ZiG Technology through their VDI integrator, the location of a local UK 10ZiG headquarters meant rapid personal response time and an endless supply of demo devices, which convinced David that 10ZiG Technology was more than a good fit for the hospital's needs. The ongoing Tech and Customer Support that they have received reinforced their customer relationship with 10ZiG and resulted in 10ZiG becoming their #1 technology vendor of choice for Thin & Zero Client devices. Other manufacturers did not show them the same attention to detail and account management.

University Hospitals of Leicester NHS Trust entrusted 10ZiG V1200-P Zero Client devices with Teradici chip-sets to support Imprivata SSO® with tap-on/tap-off NHS smart cards. This provided them with the ideal solution for fast login and user session transfers between devices within their hospitals, particularly in their Emergency Department, where speed of access is vital. In their latest project, the Admissions Ward (adjacent to the Emergency Department), they have also deployed 10ZiG 5848q, feature-rich Zero Clients running on VMware, in addition to the V1200-Ps, as they provide support for Full HD, Multimedia, 3D, and CAD performance, via dual DisplayPort, and offer 7 x USB ports including USB 3.0, optional wireless, and more. Between the two device models, the hospitals have deployed several hundred endpoints. They also use their free endpoint management software - The 10ZiG Manager™ - with great success to deploy and manage their 5848q Zero Clients and have found it to be both easy-to-use and high performing.

Testimonial:

"10ZiG devices are highly reliable. We have not had a single device fail. Our end users prefer to use a 10ZiG device to access our VDI solution, rather than via a PC due speed and efficiency. The use of 10ZiG Thin Clients, Imprivata Single Sign-on, and VDI, has proved to be a winning formula in our Clinical Departments and it is being replicated now across the entire Trust. The 10ZiG devices we purchase have been very reliable and cost effective with minimal support necessary; plus, any technical support questions are resolved by 10ZiG in a timely fashion. We would refer 10ZiG to other organizations."