ThinKiosk simplifies VDI deployment for ETZ, reducing the cost of thin client computing

CUSTOMER
The ETZ (Elisabeth-TweeSteden Ziekenhuis)

SECTOR
Healthcare

REGION
The Netherlands

EMPLOYEES
7,500 (3,600 devices)

WEBSITE
https://www.etz.nl

THE CHALLENGES

- Reducing the cost on hardware spend
- Migrating between VDI environments
- To deploy 90% of users on VDI
- Manage multiple locations

THE THINKIOSK SOLUTION

- Prolongs the life of existing hardware by repurposing them into ThinKiosk software-defined thin clients extending useful life from 4-5 years to 7-9 years.
- Centralizes thin client management
- Cost effective
- Secures end point devices
- Familiar Windows end user experience

BACKGROUND

The Elisabeth-TweeSteden Ziekenhuis (ETZ) is a Dutch clinical training hospital and trauma center situated across three locations in Tilburg and Waalwijk. ETZ provides healthcare services to the residents of the Central Brabant region of Holland and employ 7,500 healthcare professionals.

Around five years ago ETZ embarked on a project to migrate to the Microsoft Windows 7 operating system and at the same time to implement a Citrix VDI platform. More recently ETZ have started the migration to Windows 10, as well as moving from Citrix VDI to VMware Horizon.

Due to the size and scope of the project, ETZ needed to carefully manage their costs and look at ways how to reduce the overall project spend.

THE CHALLENGES

Given the large number of employees and devices, ETZ already had a sizeable estate of existing end points that were typically replaced every four to five years. This lead them to explore the option of how they could repurpose these existing end points to reduce costs even further by extending the life of these devices.

In addition to this challenge ETZ also needed to maintain and improve end point security levels as end users would now be using these endpoints to access a centralized VDI environment, from multiple locations.
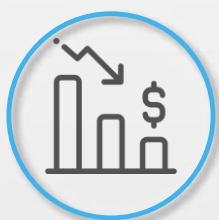
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THE CHALLENGES

ETZ first deployed ThinKiosk in 2013 as part of a Citrix and Windows 7 project, however, in 2016 the decision was taken to implement VMware Horizon to replace Citrix. This meant that they needed a solution that would enable them to support both environments, but also a solution that allowed end users to be seamlessly migrated to the new environment.

The end goal of this migration was to have at least 90% of their end users working on the new VDI platform.

THE SOLUTION
How ThinKiosk solved ETZ's challenges

As part of the research into thin client solutions, ETZ looked at IGEL, Wyse, HP and Citrix Transformer and the different options for repurposing existing hardware.

One of the hospital locations had already deployed ThinKiosk and were very enthusiastic about the features and benefits that ThinKiosk delivered, and so this was chosen as the solution to rollout across all the other hospital locations.

ThinKiosk addressed all the requirements to enable ETZ to repurpose their existing end point devices into centrally managed, secure, vendor agnostic thin clients.

What is ThinKiosk?

ThinKiosk is a software-defined, Windows-based, enterprise ready PC to thin client conversion solution.

It enables any Windows-based endpoint device to be repurposed into a centrally managed, secure, Windows-based thin client. For end users it delivers an intuitive and familiar-looking user interface with a secure workspace environment to access central or local resources from.

SOFTWARE-DEFINED THIN CLIENTS

ThinKiosk software-defined thin clients enable deployment in existing devices.

CENTRALIZED MANAGEMENT

ThinKiosk allows ETZ to manage the repurposed devices from a central location.

LOWERING COSTS

ThinKiosk reduced ETZ's costs by eliminating the need to purchase new hardware.

"End users don't even realize they are working on VDI. It looks like they are working the same way as they would on a PC at home."

Patrique Schuijffel
Senior IT Specialist

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DUAL-MONITOR SUPPORT

Allows ETZ to enable users to use medical apps that require multiple screens.

SUPPORTS VMWARE & CITRIX

ThinKiosk is vendor agnostic so works with all VDI vendors solutions simultaneously.

"ThinKiosk's support of multiple VDI environments really helped and is a big plus for running in production."

"Working with the ThinScale team is excellent and support is very responsive. It's great to be able to speak to them directly and discuss potential new or additional product features."

Patrique Schuijffel
Senior IT Specialist

THE BENEFITS TO ETZ
ThinKiosk benefits

- **Seamless End User Experience –** End users see a ThinKiosk login box and once logged in are automatically logged into VMware Horizon, or have the choice of which environment to connect to. The end users don't even realize they are working on a VDI desktop, as it looks and feels like a standard desktop.

- **Security** – ETZ can lock down PCs so that the end users only log in to their VDI desktops. However, with ThinKiosk they have the option to be able to allow access to local apps if required. For example, some users had legacy apps that would not run in VDI, and so these need to be kept running locally.

- **Customization** – ThinKiosk allows ETZ to customize the ThinKiosk secure workspace, using their own branding, changing wallpaper, or removing buttons to fit their exact end user requirements.

- **Extends the usable life of a device** – Devices no longer have to be replaced every 4-5 years. They can be locked down, turned into thin clients and continue to be used. Some of their devices are now 10 years old.

IN SUMMARY

With ThinKiosk, ETZ can now repurpose and redeploy their existing hardware as ThinKiosk software-defined thin clients, allowing access to their VDI platform as well as local apps. This not only dramatically cuts their costs, but it also allows them to secure the end point, manage it centrally, and deliver an enhanced end user experience.

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