

INTERNATIONAL EXTENDED CARE CENTRE

The International Extended Care Centre is based in Jeddah, Saudi Arabia and is a private hospital for extended patient care and long term therapy.



EXPECTED BENEFITS

- Access patients data from anywhere
- Solve security issues
- Ease new users integration
- Decrease administration time

IEC WAS LOOKING FOR THE MOST APPROPRIATE VIRTUAL DESKTOP INFRASTRUCTURE SOLUTION

As there was a very minimum of IT infrastructure in place, IEC was looking for the most adapted solution for the needs of both the medical staff as the IT management in this state-of-the-art care centre.

• Data had to become easily accessible

The medical staff was constantly moving between the 12 buildings of the Care complex. They had difficulties to carry and access the profile, medical history and data from their patients. With the classical desktop infrastructure, it was very difficult to fulfill the need of doctors and nurses to split the display from one desktop to two LCD monitors.

• Security needed improvement and easier manageability

The IT staff was spending a lot of time on different issues on the desktops (data tampering, data loss, virus threats) and had difficulties to interfere remotely, let alone to connect to other IEC's partner portals and applications. Updates and installation for new users was very time consuming, even more whenever a malfunction of any desktop component occurred.

The solution

After a thorough study of the different solutions on the market, IEC opted for the NEC Virtual PC Center (VPCC) solution. Due to the positive results of the Proof of Concept by the team of NEC's Certified Value Added Reseller Najtech, and the several strong reference sites available in Jeddah, IEC won confidence in proceeding with the unique concept of desktop virtualization by NEC.

A Turnkey, Reliable and Cost Effective Solution

Having evaluated different possibilities, IEC proceeded with the VPCC solution for about 150 users. The solution consisted of several Blade systems of the Express5800/ SIGMABLADE series (servers and enclosures) equipped with Enclosure Management Cards to monitor and control them. The EXPRESSCOPE tool allows blade status management and remote installation. The utilization of NEC SigmaSystemCenter (SSC) platform management software of NEC VPCC solution delivers centralized administration, policy-based management and reduced total operating costs and system administrator workload. The NEC M100 storage solution and 150 Thin Clients US300c completed the solution.

Multiple Benefits

• Central Management and ease of deployment

Thanks to VPCC, IT staff can now focus fully on IT strategy and server management, rather than to care day to day for the desktop management. The user friendly central management of the VPCC architecture is powerful and the risk for errors minimal. The creation of a new user is now a matter of minutes instead of days. The deployment of new upgrades through SigmaSystemCenter is experienced by the IT management team as a real technological breakthrough.

• Less support needed and full compatibility

With VPCC, the IT staff is hardly confronted with data loss or calls for support. On top, the VPCC solution turned out to be fully compatible with the remotely accessed applications of the sister organization of IEC, the International Medical Center (IMC) in Jeddah.

• Mobility and Data Security

Doctors and nurses at IEC now can easily but securely access their patient data, files and history from an workstation they can think of. After the VPCC deployment, the IT team witnessed a sudden drop in security threats, corrupted profiles or data loss.

Outlook

The VPCC deployment only took 2 months, with the local support of the teams of Najtech, and the user satisfaction has increased dramatically. Now, IEC is considering extending the solution with a proper backup solution. All new users will be integrated in the existing NEC VPCC solution.

"This solution, designed for a health care provider like us, was very unique in quality. This was specially the case for data mobility, ease of administration, data security, employee enrollment, ease of troubleshooting. This has been obtained with less manpower, in a minimum time frame, mainly supporting heterogeneous interfaces and in a very cost effective way. This definitely kept the VPCC solution superior over its fellow technologies."

"It is my strongest believe that user satisfaction and cost effective solutions are vital for any success oriented organization. All my users, both medical and non-medical, are extremely satisfied, especially for the fact they can access the needed information from any corner of the hospital. The implementation of the solution was smartly effectuated by the qualified Najtech team."

Abdul Haleem , IT & System Manager, IEC.



ABOUT THE INTERNATIONAL EXTENDED CARE CENTRE



IEC

المركز الدولي للرعاية الممتدة
International Extended Care Centre

Spread over a sprawling 7000 m2 of greenery, IEC is a unique entity that caters to patients needing long term medical and advanced

nursing care. IEC is a pioneer in bringing about an eagerly awaited solution to Saudi Arabia's growing class of patients requiring daily life activity support either over an extended period of time or for life. IEC is providing following medical facilities: a geriatric home, a nursing home, a long term acute care hospital and a rehabilitation centre with a multidisciplinary staff of 250.

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