INDUSTRY
Healthcare

LOCATION
Greater Houston area, Texas, USA

KEY CHALLENGES
◆ Continuously assess user experience and segment users into optimal physical and virtual workspaces
◆ Inventory and determine End User Computing hardware and software procurement needs
◆ Validate and compare performance improvements promised by End User Computing vendors
◆ Deliver End User Computing resilience through continuous assessment and proactive support

SOLUTION
SysTrack enabled Kelsey-Seybold to succeed with their industry leading desktop transformation.

Kelsey-Seybold Clinic
Your Doctors for Life

SysTrack enabled Kelsey-Seybold to succeed with their industry leading desktop transformation, rapidly delivering End User Computing resources to doctors so they could continue to provide the exceptional level of care that their patients expect.

“We think of SysTrack as part of our infrastructure DNA.”
Martin Littmann – CTO and CISO, Kelsey-Seybold

One of the most trusted names in medicine uses SysTrack to continuously assess and improve their End User Computing environment.

Those seeking healthcare excellence in the Greater Houston area don’t have to go far to experience the outstanding care of one of the most trusted names in medicine. Kelsey-Seybold Clinic provides convenient access to skilled and compassionate care through many multispecialty care centers with an unwavering focus on delivering high-quality and comprehensive medical care with a dose of old-fashioned caring and personal attention. Kelsey-Seybold doctors work collaboratively with each other, as well as with other local affiliate providers, to provide excellent care that’s personalized to meet the individual needs of more than half a million patients who have made Kelsey-Seybold Clinic their healthcare provider of choice.
End User Computing is a Key Component of Doctor-Patient Interaction

“We expect our provider interaction with patients to not be impeded by technology,” says Martin Littmann, CTO & CISO at Kelsey-Seybold. “We place thin client devices in the room so that the physician can sit at the endpoint and interact with it while not losing facial contact with the patient. So, the performance of the desktop environment has absolutely always been of paramount operational consideration."

The intersection of technology and humans is implicit in every facet of Kelsey-Seybold’s practices. "It’s critical for us to provide the level of care that our patients deserve and expect." Littmann says, "This requires excellence on the part of both care staff and IT operations to move smoothly - we want to be able to expeditiously meet customer needs and prevent delays. There’s nothing worse for us as a business than not delighting our patients."

Virtualization was seen as the solution to these issues but the challenge was how to virtualize graphics intensive workloads without impacting user experience or drive uneconomic datacenter specifications.

Kelsey-Seybold initially invested in SysTrack from Lakeside Software in order to identify user workstyles and segment them into the optimal physical and virtual workspaces, and then determine hardware and software procurement as well as VDI sizing needs. "Our initial use case for SysTrack was to inventory and better determine what we needed to transform our environment, says Chris Breaux, Manager, Enterprise Technology Systems at Kelsey-Seybold, "once we got past initial assessment and sizing and started doing some of the roll outs and exploring the depth of the SysTrack platform in managing the day to day operations of our environment for issues, problems, and visibility into end user experience, it became pretty clear to us that it was a tool that we needed to further invest in so we could extend visibility and control to physical laptops and desktop endpoints as well as virtual desktops. SysTrack gives us an incredible amount of meaningful data and analytics. As a solution, it really helped us succeed with VDI transformation as well as understand and improve user experience for physical endpoint users."

Kelsey-Seybold has undertaken a strategic, comprehensive desktop transformation project with SysTrack as a
core component from the outset. “One of the missing pieces was really the overall analytics needed for the end points,” explains Breaux, “My team primarily handles all the infrastructure. So, how do we inventory all the endpoints that we want to transform to virtual desktops, what applications are there, how are they operating, what problems do we have now and which can we anticipate? We needed to model and deploy an efficient infrastructure that provided the best user experience – optimal experience, reduced applications faults, faster problem mitigation, and so on. We needed a solution that would transcend beyond just desktop management, we needed something that would give us granular visibility and control of both virtual and physical environments, including the back end infrastructure that fuels them.”

“We Think of SysTrack as Part of Our Infrastructure DNA”

“We think of SysTrack as part of our infrastructure DNA,” says Littmann, “it has become a tool that we expect to help whenever there’s something going on, one of the first things that I tend to ask is ‘What can SysTrack tell us about this?’ And when we have a problem, we rely on SysTrack to tell us what happened and recommend the best way to resolve the issue. Before SysTrack we didn’t have granular local visibility of what was going on at the client level. We never had a monitoring tool at the client level that was gathering as much information as...
 SysTrack does, let alone the ability to correlate that data across our entire infrastructure. That value is something that’s inherently realized over and over again in numerous situations. For example, recently SysTrack helped us work through a licensing renewal – we used it to determine utilization vs installation – in other words, determining if there were installed licenses of software that weren’t being used. We also had a situation in which some people have loaded toolbar software that was impacting performance, so we were able to reduce helpdesk calls by blacklisting it. Those are the kinds of things that I’m referring to when I say SysTrack has become part of our essential DNA, we continuously get value from it.”

“We have also used SysTrack to validate and compare some of the performance improvements promised by vendors,” adds Breaux, “The Marketplace reports were very useful in definitively validating which solution was the best one for us.”

“The Case for an End User Computing Platform

“It all boils down to IT being able to do its job,” says Breaux, “SysTrack helps us be successful at our jobs and it is quite versatile. Whether it’s recording events, triggering an alert, or discovering assets, SysTrack has become more of a platform than a product - there’s much more behind what’s in the technology that we haven’t even begun to use. It’s made our lives easier over the past couple of years in delivering desktop virtualization which has allowed us to provide both increased productivity for our doctors and reduced operational costs.”

“I have seen a value derived from SysTrack that applies to multiple levels of our organization, from the desktop to infrastructure to information security,” says Littmann, “From my perspective, there’s value all across the spectrum – whenever I’m asked for assistance by other infrastructure people or security people about challenges that they’re encountering in their environment, I tell them, ‘you know, you guys ought to go take a look at this SysTrack tool we’ve been using. It increases the likelihood of any IT project being successful.’ I have been a big proponent of it to my peers and the value is something that gets realized on a day to day basis and a case to case basis. We continue to find new opportunities to make use of it.”