

Region Midtjylland Secures and Standardises 31,000 Endpoints with Ivanti DesktopNow

**Profile:**

Region Midtjylland is Denmark's second largest region by population

Industry:

Government

Website:

www.rm.dk/om-os/english/

Solution:

- Ivanti® DesktopNow

Key Benefits:

- Reduction in logon times due to corrupt profiles
- Easier migration of operating systems and upgrades
- Tiered, policy-driven control of access to apps
- Secure log-in
- A compliancy audit trail for elevated access should the need arise



As part of a major infrastructure overhaul and modernisation programme, Denmark's second largest administrative area, Region Midtjylland, has now adopted Ivanti DesktopNow across 31,000 healthcare staff to boost productivity through uniformity and security of endpoints.

The region has a population of over 1.3 million and includes several major towns, including Denmark's second largest city, Aarhus, where a regional centre of clinical excellence is being developed, merging services from three hospitals. This extensive modernisation project commenced in 2011 and drove ICT to assess optimisation and consolidation of infrastructure services.

Anette Kaasing, Ivanti Expert & Desktop Specialist, Region Midtjylland, explains, "We started planning for this major modernisation five years ago, adopting server virtualisation and desktop thin terminal clients across six hospitals, all then with their own ICT departments. With so many staff, we wanted our users to have a uniform, secure, up-to-date experience that met our regulatory compliance obligations if ever needed and scaled across all of the region's healthcare facilities."

As major users of Microsoft enterprise software, ICT faced the daunting task of migrating operating systems and

upgrades across tens of thousands of desktops. Tommy Johannesen, Ivanti Expert & Systems Admin, Region Midtjylland, reflects: “We needed to identify a solution that significantly reduced this overhead. For ICT, the priority was to reduce the time and complexity spent on migration. For our healthcare staff, we wanted to reduce their Windows launch times and allow them access from any department without profile corruption.”

The Solution – Ivanti DesktopNow

After the POC, Region Midtjylland implemented the Ivanti DesktopNow solution in 2014 in a phased rollout to 1,000 users.

First on the list of priorities was desktop migration from Windows XP to Windows 7. Prior to installation of DesktopNow, such an OS upgrade would have involved a major manual ICT effort, and in some scenarios, colleagues configuring applications themselves or through a deployment package. Instead, using DesktopNow, Region Midtjylland deployed the changes centrally once and then automatically provisioned end user personalisation, user files, customisations, and their settings. This was a significant achievement for an organisation of Region Midtjylland’s size, which had struggled with manual configuration of operating systems and applications.

“DesktopNow has been instrumental in achieving the desired security, consolidation, and familiarity of desktops across this large install. In our experience across five years, it’s easy to use with logical and flexible policies that will help you achieve secure end points.”

— Anette Kaasing
Ivanti Expert & Desktop Specialist

Corrupt profiles were also addressed as conflicts were overcome between clients, aided by the fact that DesktopNow gave ICT a centralised view for resolution.

In 2014, the Region’s uniformity and consolidation structure began rollout with a new common IT platform, FIP. A key element of the FIP rollout was using DesktopNow to centralise and unify the clients or laptops. The FIP rollout

team faced several distinct challenges. Firstly, the sheer volume of applications used across departments: Region Midtjylland had access to over 3,000 mainly healthcare apps—from Electronic Patient Journals to standard Office apps. The FIP project reduced this number to approximately 1,500. Using DesktopNow, ICT was able to implement and build four different tiers of policy-driven access and admin rights for controlled application usage. The majority of users received a totally preconfigured, but locked down, task station with pre-approved apps common to all users. A smaller percentage of users received pre-determined access to specific apps that helped fulfil certain healthcare tasks particular to their function e.g. patient monitoring. Only five percent of staff, usually within ICT, received full local admin rights that allowed installation of applications from untrusted sources.

Secondly, through adoption of policy-driven access, the Region gained compliance and the assurance of security and patient confidentiality using DesktopNow alongside other solutions to adhere to stringent EU regulations related to the sharing, collection, and preservation of patient data. Not only is the risk of data loss significantly reduced using DesktopNow with a locked-down task station, the Region has a compliancy audit trail for elevated access through the management server should the need arise.

Thirdly, protection of patient information through automatic lock of a workstation after a period of inactivity is much less disruptive in the new environment with DesktopNow. When the inactivity lock-out occurs, the user session is now disconnected automatically, freeing up the workstation for other users.

Notes: The Region’s noted results are specific to their total customer environment/experience of which Ivanti is a contributing product.



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