

Bernhoven Hospital Uses Automation to Improve Workplace Experience and IT Productivity



bernhoven

Profile:

Trend-setting, 380-bed hospital with 150 medical specialists and 2,300 employees caring for patients in a tri-city region

Location:

Uden, Netherlands

Industry:

Healthcare

Website:

<http://www.bernhoven.nl>

Solutions:

Ivanti® Automation

Benefits to Bernhoven :

- Automated key workplace processes, including onboarding and offboarding
- Automated manual and repetitive tasks to save IT time
- Improved workplace experience by making it easy for employees to work anywhere

Bernhoven Hospital, which serves the towns of Oss, Uden, and Veghel in the Dutch province of Brabant, strives to be the country's most people-oriented hospital, placing patients and staff firmly center stage. This calls for a different way of working and a corresponding workplace concept where employees can perform their tasks in any given location. Bernhoven uses Ivanti Automation to enable its employees to work anywhere and to free its IT department from manual and recurring tasks.

At the hospital, many employees no longer have their own workstation. With the help of server-based computing, employees can perform their tasks at any workstation and can switch from one workstation to another without the need to restart. "As part of our workplace approach, we were looking for a solution that could streamline the management of our IT environment by automating workplace processes, while also freeing up our IT department by automating manual and recurring tasks," says Louis Poulussen, MICT Team Manager & Service Level Management Coordinator at Bernhoven.

Ivanti Helps Support the Digital Workplace

Bernhoven Hospital found the solution in Ivanti Automation, which supports the IT department in the rollout of digital workstations and in keeping its servers up to date. "With Ivanti Automation, we can place an agent on each of our desktops and servers in order to automate recurring tasks," affirms Michiel van Dijk, Technical Administrator at Bernhoven. "For example, we use it to deploy applications and to configure application settings after Windows Deployment Services (WDS) and Windows Testing Technologies (WTT) implementations."

When a digital workplace is prepared it is connected to Ivanti Automation, which adds the applications that employees need. Besides Office applications and job-specific applications, this can also include applications for electronic health records. Employees now only need to log in once using their personnel pass, and then they are logged in for all the applications that they are authorized to use.

By having all of the apps in one place in the workplace, single sign-on can be achieved. In addition, employees can easily take sessions with them to other workplaces. "In short, our staff can work more flexibly, with secure and fast access to data. With Ivanti Automation, the projects defined in the solution are easily adjusted because they aren't locked into the image."

Bernhoven also uses Ivanti Automation for maintenance reboots of Citrix servers. The servers are deployed automatically, and Ivanti Automation

installs the required software. "Ivanti Automation provides a high degree of flexibility in this area too, because not everything is included in an image," states Van Dijk. "We chose Ivanti to relieve the burden on our IT administrators, and that promise has already been fulfilled. Ivanti Automation saves our IT department a lot of time—time we can more usefully spend elsewhere."

The Advantages of Ivanti Automation

Ivanti Automation requires only a light installation, is easy to set up, and has minimal complexity. Van Dijk agrees, "You set it up once, and after that you can forget all about whatever is 'under the hood'. This helps keep mistakes to a minimum. If you can script it, you can automate it with Ivanti Automation. Scheduled tasks are sent to the server from a single console, and Ivanti Automation provides a clear overview of the scheduled tasks."

Examples of such tasks include inventories and tasks for Active Directory group lists. Ivanti Automation has over 300 built-in automation tasks. "We don't actually use all of those," says Van Dijk, "but with the help of Ivanti Automation we have made a start with user

provisioning and user deprovisioning, also called onboarding and offboarding. That also saves us a lot of time and, more importantly, we can be certain that the necessary rights and permissions are assigned to new employees and automatically removed again when someone leaves the organization. This is crucial for compliance with laws and regulations, but obviously it also improves the user experience considerably."

Note: Bernhoven's results are specific to its total customer environment / experience, of which Ivanti is a part. Individual results may vary based on each customer's unique environment.

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