



## Abstract

### Customer Profile



Customer	The 2nd People's Hospital of Changshu City
Industry	Healthcare
Country	China

### Solution

Centerm Thin Clients  
+ CCCM  
+ VMware

### Deployment

Application Scenario:  
Offices & counters

Deployment Scale:  
200 units of EI945-2 (X2)



# Case Study

## The 2nd People's Hospital of Changshu City

*Centerm desktop cloud solution has helped the 2nd people's hospital of Changshu city improve the management & maintenance efficiency and information security level.*

## Customer Comments

*“Our work of deployment and maintenance becomes very easy and convenient after using Centerm thin clients; all the applications have been pre-installed in the system and users only need to power on the device to start their daily work.”*

*---Han Jia  
Engineer of the IT Department*

## Introduction



The 2nd people's hospital of Changshu city (herein after referred to as “hospital”) was founded in 1987 in Changshu city in Jiangsu province of China. It is a comprehensive hospital with integration of medical treatment, teaching, scientific research, prevention and rehabilitation.

## Challenge

Before they adopted thin clients, the staffs of the hospital used PCs for daily work. And they suffered from many inconvenience brought by PCs:

- **Low Deployment Efficiency:** IT staffs need to configure PCs one by one --- install software one by one and configure the system environment one by one. They averagely needed to take about 2 hours for each PC. The work burden is heavy while the efficiency is low.
- **Low maintenance efficiency :** when there is a breakdown of the PC, the average defect recovery time was more than 30 minutes, which would cause business interruption
- **Risks of Information security :** When they used PC, they used USB disks and other peripherals frequently which would cause viruses and Trojans, threatening the security of the information system.

## *Solution & Benefits*

To improve the deployment & maintenance efficiency as well as information security, the hospital decided to turn to virtualization solution instead of the traditional PCs. They deployed VMware VDI as the virtualization infrastructure for the offices and counters. And after a series of evaluating and testing, finally they chose Centerm thin clients as the accessing devices. After the whole deployment, they have found that they've entered a brand new office mode with highly improved efficiency and security. Firstly, the deployment efficiency was greatly improved. Originally the IT stuffs needed to install the operation system for each PC one by one, install the software on each PC one by one, and configure the system one by one, which totally took averagely 2 hours on each PC. Now with Centerm thin clients, the IT admins only need to distribute the thin clients to the employees, who only need to power on the thin client with no configuration needed and login to their own virtual desktop or applications to start their work.

For the maintenance, the defect restoration time was greatly reduced to 5~20 minutes from over 30 minutes before. The maintenance efficiency was also highly improved, which effectively guaranteed the business continuity.

Meanwhile, after adopting Centerm desktop management system, the peripherals like USB disks were under strict control and the problem of the quick spreading of virus & Trojans brought by the unlimited use of peripherals was solved. The main resource and transmission route of computer virus are effectively blocked and the security risks are greatly reduced, which has highly improved the security level of their information system.