

“With FUJITSU thin clients we have a cost-effective, compact device with practically nothing to go wrong. At the same time, the performance is indistinguishable from a traditional PC, ensuring maximum productivity.”

Mohammed A. Moawad
IT Infrastructure Director
King Fahad Medical City

King Fahad Medical City has replaced its PC infrastructure with 1,000 FUJITSU Thin Clients FUTRO to deliver a more reliable and cost-effective approach.

At a glance

Country: Saudi Arabia
Industry: Healthcare
Founded: 2004
Employees: 14,000
Website: www.kfmc.med.sa

Challenge

KFMC's estate of thousands of desktop PCs was proving costly, unreliable and a drain on maintenance resources. It wanted to find a more agile, flexible end-user device that would provide the necessary applications without compromising on performance.

Solution

The organization worked with Citrix and Fujitsu to replace its PC infrastructure with 1,000 Fujitsu Thin Clients FUTRO S900 supported by FUJITSU servers and storage in order to provide users with a virtualized desktop infrastructure.

Benefit

- Fast, secure log-in from any device ensures maximum productivity
- Minimal maintenance requirements reduce the burden on IT team
- Low power consumption and compact form factor help lower costs
- Performance is indistinguishable from traditional desktop PCs, even with demanding medical applications

Customer

Situated in the heart of Riyadh City, King Fahad Medical City (KFMC) is the largest and most advanced medical complex in the Middle East with a total capacity of 1,200 beds. This colossal medical facility was built at a cost of 2.3 billion Saudi Riyals and is comprised of four hospitals and four medical centers, which are expected to treat over 19,000 in-patients and almost 240,000 outpatients annually.

Products and services

- FUJITSU Server PRIMERGY BX900
- FUJITSU Storage ETERNUS DX500
- FUJITSU Thin Client FUTRO S900 with eLux™ Thin Client Operating System, Scout Enterprise Management Suite®

Challenge

Since its foundation in 2004, KFMC has relied on a traditional client-server model for its user devices. Over 1,000 fully-featured PCs were spread across the facility for use by doctors, nurses and administration. However, there were numerous risks and costs attached to managing and maintaining this estate.

"PCs take up a lot of valuable space and consume significant amounts of costly energy," explains Mohammed A. Moawad, IT Infrastructure Director, King Fahad Medical City. "There is also the substantial risk that they can crash and lose critical medical files, charts and other data. We wanted to explore alternative ways of giving our employees the tools they need at lower expense and with assured backup."

KFMC had already successfully virtualized its server environment and saw the potential in taking a similar approach to its desktop infrastructure. On the advice of virtualization specialist Citrix, the organization approached Fujitsu for recommendations.

"We were already using Fujitsu servers so we knew the build quality and reliability were first class and that it had the local presence to deliver," adds Moawad. "It therefore made sense to have a conversation about migrating our desktops to a virtual environment."

Solution

KFMC initially rolled out a proof of concept trial using Fujitsu thin clients, however, this first engagement with a virtual desktop infrastructure (VDI) was not an instant success. Due to a lack of marketing and education internally, employees were hesitant to use the new devices. Furthermore, there had been notable issues with the operating system which made the VDI less efficient than expected.

"Our first foray into VDI was not the success we had hoped but, in the years since, the technology has matured so we tried again with properly designed training and maintenance," continues Moawad. "This has led to an exponential increase in the use of thin clients and enabled me to begin replacing every PC with a thin client when it reaches end of life."

It replaced the PC infrastructure with 1,000 FUJITSU Thin Clients FUTRO equipped with eLux™ operating system and Scout Enterprise manageability suite. Applications running on the devices include the vital Hospital Information System (HIS), office productivity tools and ERP software as well as the specialist Cortex Medical Management System.

"The new Fujitsu devices act as fully functioning PCs so users can securely log onto their own profile with zero lag for ultimate mobility and flexibility from any machine," says Moawad. "It gives them the tools they need and access to the necessary data from a compact, low power consuming and risk-free device."

Benefit

The new VDI approach has massively simplified the way in which users access information and the ongoing management of the devices. For example, previously, each individual PC would need to be installed with any new application or upgrade, leading to downtime and a drain on resources. Now, one single server installation provides every device with the necessary software within minutes. Meanwhile, users can open their profile from any thin client so their work and information follows them anywhere.

"A doctor could be in their sitting room, open the VDI from a home device, work on documents and then go to the clinic where the patient is waiting. They can then access the same interface on the Fujitsu thin client, which boots up in under 30 seconds," comments Moawad. "And for me, it is far easier to maintain as antivirus updates and new applications can be pushed out at the touch of a button – a process that previously would have taken days."

The thin clients are also much more reliable with minimal downtime, unlike their PC counterparts, which have multiple potential points of failure. This increases the device lifespan and reduces the costs associated with managing a fleet of desktop PCs.

"With the Fujitsu thin clients we have a cost-effective, compact device with one power cable and practically nothing to go wrong," remarks Moawad. "At the same time, the performance is indistinguishable from a traditional PC, ensuring maximum productivity."

With VDI proving a success, KFMC is keen to expand its use across its enormous campus. Three new buildings with 700 beds for ENT and cancer patients will be the next stage in its deployment. The organization is also looking at enhancing the security features through the use of FUJITSU PalmSecure biometric technology.

"Fujitsu has been incredibly supportive of our efforts to get the VDI up and running after our tenuous start and has exceeded my expectations of a hardware partner," concludes Moawad. "It will enable us to continue to save money while delivering a flexible, high-performing and accessible experience for users everywhere."

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