



# **Reference Case Diakonessenhuis Hospitals**

## Introduction

Diakonessenhuis is a large hospital with multiple locations in The Netherlands, the workplace of Diakonessenhuis consists of a VDI infrastructure (virtual workplace), published applications (using RDS technology) and fat clients. The VDI infrastructure has a pooled configuration (non-persistent) and a dedicated configuration for special use cases.

Commonly in Healthcare there are a lot of business applications to manage and updates are released frequently. It's important that application updates are delivered in time, often together at the same time with back-end updates, it's also important that old versions are removed when they are no longer used to prevent pollution and conflicts. The users at Diakonessenhuis expect their new and updated applications to be available without having to log off, IT admins want real-time control and visibility over the deployment.

Containerized applications like App-V and MSIX has a lot of advantages, they run isolated and can be abstracted from the OS so they can be delivered dynamically. Containerized applications prevents application conflicts and pollution of the OS image. It's important to have visibility and real-time control over the deployment and provide a consistent deployment solution for multiple type of workplaces. This reference case describes the challenges Diakonessenhuis had and how AppVentiX addressed them.



## The challenges

Diakonessenhuis had a lot of manual scripting and a complex infrastructure to accommodate different use cases like the pooled and dedicated deployments. They struggled to deliver applications in time and had a lot of pollution in the application landscape and their images, old versions were often not cleaned up correctly causing conflicts like orphaned shortcuts. Users needed to logoff and on again to receive new application updates, also this didn't work consistently, there was no real-time control and application deployments became guess work.

Diakonessenhuis created multiple images which needed modifications all time to deliver new or updated applications. Application life cycle management and DTAP procedures became more and more challenging.

The IT department at Diakonessenhuis didn't have the real-time control they needed, and they want more confidence when deploying applications and building images.



### How Diakonessenhuis solved these challenges with AppVentiX

With AppVentiX, Diakonessenhuis is now back in control over their application deployment. IT admins have real-time control and can provide application updates instantly with confidence, they immediately see the results of application deployment and updates.

With one easy to use console Diakonessenhuis manages all the different deployment types and DTAP procedures are now easy to manage with AppVentiX machine groups.

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Machine groups allow Diakonessenhuis to manage their different deployment types like the pooled (non-persistent) and dedicated (persistent) desktops. Also the fat clients and RDS environment can be managed in exactly the same way.

Manage Machine Groups X								
Select machine group:           PCI Win10 Prod	Add new Machine Group • Remove sele Machine Group • Actions	cted Configure Agent for this Machine Group Configuration						
Machine Group Details Machine Group: OU=Type4,OU=Win10,OU=PCI,OU=Computers,OU=_Beheer,DC=DiakHuis,DC=intern Include machines in sub OU's								
Prendly Name: PCI Win10 Prod Content share(s) used by this group:  (\\diakhuis.intern\appv\Content\ALL (\\diakhuis.intern\appv\Content\PCI (\\diakhuis.intern\appv\Content\Onthefl (\\diakhuis.intern\appv\Co	y Enable pre-cac	he he Add conte	When pre-cache is enabled for a content share the agent will deploy packages from the content share in the cache when the refresh cycle runs. Use pre-cache when you want packages to be available on the agent before a user logs in (for fast publishing). Don't enable pre-cache for a content share if you want packages to be deployed on the fly at user login using publishing tasks.					
Save machine group								

Diakonessenhuis uses both the pre-cache and on the fly delivery mechanisms of AppVentiX. This can be controlled with just one checkbox in the machine group settings. Pre-cache means that applications on the content share are pre-cached before a user logs in (for example when the machine starts or when the image is built). Diakonessenhuis uses pre-cache for the basic set of applications (which a lot of users have access to). For the others they use dynamic delivery, dynamic delivery can be enabled by switching off the pre-cache checkbox for a content share, these applications are delivered on the fly for users based on group membership.

AppVentiX uses a light weight agent on the machine which controls the deployment, the agent is configured centrally in the machine group settings.

AppVentiX Agent Configuration	-		×
> General Settings	General settings		
Machine Start actions	✓     Enable App-V management	-85	
Refresh Cycle actions	✓ Enable MSIX management ✓ Enable FSlogix app masking management		
Client settings	App-V MSIX     General settings     V Enable user publishing at login ? V Enable user publishing refresh at reconnect and unlock ?     Automatically unpublish unmanaged packages and connectiongroups ?     Vublish packages globally when there is no user publishing task configured ?		
Advanced settings			

The content inventory in AppVentiX gives a clear overview of the applications per configured content share. From here packages can be managed easily.

Manage Machines Manage Content Configuration and Activity						
Al Publishing All Package Delete Convert Convert Tesks	te Edit Connectio Group	n Create certificate for I signing and deploym	Show hidden columns			
Show Selected Item Actions App	V Actions	MSIX Deploymen	d View			^
Content share - Acti	6 Content Share	•				Q
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1\diakhuis.intern\appv\content\office2010		APPV Package	HD(62HF69	0.0.0.1	Publish Dill Options	15-12-2021 13:56
Content/office2019	5	APPV Package	MetaServerOperator 31.100	0.0.0.1	Publish 0 Options	14-12-2021 11:32
🐸 \\diakhuis.intern\appv\content\onthefly		APPV Package	MososP 1214.101	0.0.0.1	Publish Dill Options	10-12-2021 10:20
🐸 \\diakhuis.intem\appv\content\pci		APPV Package	BrainRT 404,100	0.0.0.1	Publish 0 Options	3-12-2021 10:27
Content/test		APPV Package	Docdesigner 100	0.0.0.1	Publish Dotions	2-12-2021 11:43
		APPV Package	HIX62HF68	0.0.0.1	Publish Dill Options	30-11-2021 19:06
		APPV Package	HD(62HF68	0.0.0.1	Publish Dotions	30-11-2021 19:06
		APPV Package	DymoConnect_142.100	0.0.0.1	Publish 0 Options	26-11-2021 15:00
		APPV Package	SpacelabsA8PNW 30009.103	0.0.0.1	Publish Dill Options	19-11-2021 14:54
		APPV Package	MiroView 4039.102	0.0.0.1	Publish 0 Options	19-11-2021 08:44
		APPV Package	ZillionSpeech 313.100	0.0.0.1	Publish Dotions	15-11-2021 09:55
		APPV Package	AscomUniteAssign_414.100	0.0.0.1	Publish Dotions	11-11-2021 12:11
		APPV Package	Sympovia_50BHF2.100	0.0.0.1	Publish Di Options	11-11-2021 08:20
		APPV Package	LogiCamSettings_10568.100	0.0.0.1	Publish Di Options	1-11-2021 15:46
		APPV Package	Zebra123Scan_503.100	0.0.0.1	Publish Di Options	29-10-2021 14:42
		APPV Package	QVDesktop	0.0.0.1	Publish 0 Options	14-10-2021 13:29
		APPV Package	LW5_280.100	0.0.0.2	Publish 0 Options	27-9-2021 15:20
		APPV Package	P-touch_54.100	0.0.0.1	Publish Dotions	20-9-2021 11:21
		APPV Package	InstrumentView_25.100	0.0.0.4	Publish 0 Options	6-9-2021 11:44
		APPV Package	IBANC_500.100	0.0.0.1	Publish	26-8-2021 14:19
		APPV Package	FoxitPhantomPDF_11.100	0.0.0.1	Publish Di Options	6-8-2021 14+43
		APPV Package	DFexplore_540.100	0.0.0.1	Publish Dptions	2-8-2021 11:03
		APPV Package	7Edit_2610.100	0.0.0.1	Publish Dptions	15-7-2021 08:45
		APPV Package	MososA, 1214,101	0.0.0.1	Publish Dil Options	15-7-2021 08:08
		APPV Package	RStudio_141717.100	0.0.0.1	Publish 0 Options	11-6-2021 14:19
		APPV Package	SegeeneVwr_323.100	0.0.0.7	Publish Di Options	7-6-2021 15:59
		APPV Package	SARS-CoV-2Vwr_1.100	0.0.0.1	Publish Di Options	7-6-2021 15:44
		APPV Package	PingID_172.100	0.0.0.1	Publish Di Options	28-5-2021 12:11
		aPPV Package	Romexis_611.100	0.0.0.1	Publish Di Options	21-5-2021 09:14
		aPPV Package	Mitel_95.100	0.0.0.1	Publish Di Options	19-5-2021 20:56
		APPV Package	InAttend_26SP2.100	0.0.0.1	Publish Di Options	29-4-2021 16:04
		APPV Package	Starling_x64_21360.101	0.0.0.1	Publish Dptions	29-4-2021 10:35

#### Diakonessenhuis and AppVentiX business case summary

- ✓ Diakonessenhuis found AppVentiX simple to implement and operate
- ✓ Diakonessenhuis has removed complex scripting mechanisms and out phased the costly back-end infrastructure with limited functionality
- Diakonessenhuis dramatically reduced the number of images to manage, they can use the same application set and configuration across their different workplace types
- IT admins now have real-time control and visibility over the application deployment. They don't have to worry about cleaning up old applications and versions, new and updated applications are managed and deployed in real-time without the user having to logoff and without updating the images.
- ✓ IT admins can inventory machines, users and content in real-time, they gained back the control they wanted
- ✓ Diakonessenhuis employees have instant access to new and updated applications without having to logoff
- ✓ Diakonessenhuis found that AppVentiX support replied quickly with questions they had about the configuration

### Built for now and the future

Besides App-V, AppVentiX also supports the new MSIX format from Microsoft which makes it a future proof solution, AppVentiX allows customers to use App-V and MSIX side by side and migrate at their own pace. AppVentiX supports both on-premises and cloud deployments.

### Works with all major workspace management and profile solutions

While AppVentiX can operate on its own without workspace management or profile solution, AppVentiX is proven to work with solutions from Ivanti, Citrix UEM, VMware UEM and Microsoft\FSlogix.



Website: <u>www.appventix.com</u> E-mail sales: <u>sales@appventix.com</u> E-mail support: <u>support@appventix.com</u>