

UNICON

# VDI achieves new levels of productivity in hospital

RWTH Aachen University Hospital Success Story







## Starting point

It was a strategic decision for the RWTH Aachen University Hospital: They had to bring their IT system up to date if they wanted to get the most out of it. Unicon's eLux and Scout end-user computing solutions were the answer to their problem, as they offer high levels of performance and security and can be integrated seamlessly into the hospital's existing IT infrastructure. The hospital's IT landscape keeps its finger on the pulse – with 1/6 Network Computers (NC) and another 7,000 PCs in its arsenal, it is equipped with the best, most cutting-edge technologies. The NCs are real heroes in critical areas of the hospital. Where conventional devices with cooling fans are a no-go, for example in operating theatres, anterooms and intensive care wards, the NCs ensure that everything runs smoothly. They are indispensable in the nursing wards, as well. The hospital's main application system, the HIS (Hospital Information System), is a Citrix application, which made opting for Unicon's solutions the obvious choice.

Pauwelsstraße 30  
52074 Aachen  
[ukaachen.de](http://ukaachen.de)

**Sector:**

Medical sector – Maximum care medical centre

**Employees:**

approx 9,000

**Endpoints:**

1,338 eLux clients



## Challenge

The IT structure at RWTH Aachen University Hospital has undergone an impressive transformation in recent years. The figures speak for themselves – starting in 2009 with 800 clients, the hospital has continuously increased its IT capacity to 1,300 endpoints. The clinic wasn't done there, though – it set itself the ambitious goal of implementing an efficient single sign-on system and adopted Microsoft Teams to facilitate smooth internal communication. To make this happen, they introduced Unicon's eLux operating system in 2011 that revolutionized employee workflow. This investment has more than paid off – after all, to maintain operations at the highest level and ensure optimal care for its patients a hospital simply needs a state-of-the-art, efficient IT infrastructure.

“We knew we had to replace a large number of clients but didn't know how to. We were afraid of long downtimes and unnecessary complications. Once we had talked to Unicon though, we knew it could be done.”



**Thorsten Kern**

Asset Management Group Leader (Department of Infrastructure/Business Unit Information Technology) at the RWTH Aachen University Hospital.

## Unicon solution

As a result of many years of cooperation with RWTH Aachen University Hospital, they were well familiar with the Scout console and the eLux operating system, which can be customized using the Elias modular system. To update their IT systems (currently 1,338 clients), the hospital imported a simple CSV file into the Scout console and quickly assigned appropriate groups.

In addition, they created new images in Elias and tested them on selected doctor test clients before using them. As a result, the exchange itself ran smoothly and automatically. The staff didn't have to worry about configuring the new clients and in no time at all, the hospital's IT systems were up and running.

However, the hospital was faced with new challenges when using Microsoft Teams, which was pushing their old hardware to its limits. All they had to do in this case though was upgrade their Citrix server farm to the latest version that supports Teams.

The hospital is brimming with ambition and has plans to expand the dictation software for doctors on the network computers. It also wants to expand its IT infrastructure further and use even more NCs on its premises. To make this happen, RWTH Aachen University Hospital wants to work closely with Unicon to future-proof its IT systems.

“Major advantages of using eLux and Scout are that you can manage devices centrally and implement applications and configurations on the devices. If a device doesn’t work, replacing it is effortless and functionality isn’t compromised.”



**Michael Jügel**

Head of Infrastructure/Information Technology Department at RWTH Aachen University Hospital

## Cost efficiency with Unicon

This is where thin clients or network computers paired with eLux and Scout make a difference. Unicon has helped RWTH Aachen University Hospital improve its IT infrastructure, achieve huge savings, and reduce both acquisition and support costs.

“When comparing a conventional office PC and Unicon’s flexible licensing model, you can save approx. €150 per device, which amounts to impressive savings of €150,000 on 1,000 devices,” explains Thorsten Kern, Group Head of Asset Management. However, you do need a VDI solution such as Citrix or VMware in place to benefit from the advantages in the long term. Bearing this in mind, Unicon offers a highly efficient and cost-effective solution for companies of all sectors and sizes.

Be part of Unicon’s success story!

Ludwig-Erhard-Allee 26  
76131 Karlsruhe  
Germany

[www.unicon.com](http://www.unicon.com)  
[info@unicon.com](mailto:info@unicon.com)  
+49 (0) 721 96451-0

Get in touch