

University Hospital Wurzburg Reduces Web Data Bloat, Accelerates Logon Times with Avanite and Ivanti



Background

Situated in Northern Bavaria, Germany, the University Hospital Wurzburg is one of the regions biggest hospitals and is also home to one of the country's leading training centres for health professionals.

With 19 clinics, including polyclinics, three clinical institutes, five scientific institutions and three independent departments the hospital treats nearly 69,000 inpatients and nearly 260,000 outpatients every year. In addition to patient care the hospital also has an extensive research facility that focuses on developing new treatments and medicines.

In total the hospital employs 6300 people, making it one of the areas largest employers.

The Problem

Treating a high volume of patients every day the University Hospital Wurzburg (UKW) can't afford for any part of it's infrastructure to slow down its staff - especially with the potential impact of any delay being so severe. However, with a large number of users trying to access its IT systems at any one time and user profile sizes increasing dramatically, PC logon and logoff times were consistently getting longer. In addition, because of growing profile sizes, the SSD on the end clients was very quickly approaching capacity.

Andreas Thiele, Head of Identity & Client Management at UKW, explained: "With a large, and growing, number of users our systems were coming under increasing pressure to support all the required user profiles, drastically slowing down logon times and impacting our overall productivity. Most pressingly this loss of productivity was reducing not just the number of patients our staff could see but also the amount of time they could spend with them."

At the heart of the issue was UKW's Windows based environment, which primarily uses Internet Explorer as the main browser. This was creating excessive amounts of web data, all of which was being stored for individual profiles. Avanite has seen this problem at multiple customer deployments when organizations migrate to later versions of Windows: in these later versions, web data is integrated with core functions leading to WebCache sizes which are double those seen in Windows 7.



“Much of this web data, along with other personal settings such as email signatures etc, was being stored in user profiles. As a result, our file sizes for individual users were growing into multiple gigabytes, further impacting the user experience, while utilising a growing amount of IT infrastructure resource. This was creating an unsustainable situation,” **Andreas Thiele** continued.

The Solution

To address the situation UKW began looking for a solution that complimented its existing systems. Initially the hospital utilised a powershell script and Central Software Distribution approach, but this failed to deliver a long-term solution. As such, having begun working with, and deploying, Ivanti Environment Manager to improve the user experience, UKW asked Ivanti for assistance in tackling their web data bloat.

The Ivanti Environment Manager solution ensures breakneck logon speeds and a personalized user experience across mixed Windows desktop infrastructure and can reduce logon times by up to 90%.

“Having begun working with Ivanti to improve the user experience it was important to us that any solution integrated with and complemented our existing deployment by our technical relationship manager,” explained **Andreas Thiele**, *“They recommended Avanite as a suitable partner, at which point we approached Avanite to assess their WebData Control solution.”*

“We were instantly impressed with the capabilities that WebData Control had to offer, including appropriate history cleanup and cookie management. Furthermore, unlike some of the script-based solutions we had previously considered that needed constant monitoring, WebData Control had a low total cost of ownership which aligned closely with our long term IT strategy.”



Avanite’s WebData Control solution removes unnecessary data, reducing the size of users’ web browser databases, and gives administrators full control over users’ browsing data to ensure that only required information is kept. The Avanite solution can reduce the size of WebCache files by 80 to 90%, and the number of cookies on a typical machine, in its WebCache or on its disk, from typically 5,000 or more to a few hundred.

Andreas Thiele continued: *“The software itself was installed via software distribution on the end-client. From our perspective it was a major benefit that we were able to orchestrate the configuration from Ivanti Environment Manager, as Environment Manager also compressed the files for optimization. This enabled us to deploy the solution quickly, safe in the knowledge that it was working in tandem with our existing systems, delivering benefits almost instantly.”*



The Results

Since deploying WebData Control alongside Environment Manager, UKW has seen a range of benefits including:

- 95% reduction in Webcachev01.dat database size
- 99% reduction in the number of cookies stored on disk
- 66% reduction in web history in database
- dramatic reduction in user login and log-off times
- a reduction in the size of user profiles leading to cost reductions due to lower data storage capacity requirements
- Achieved better control over what data is stored, especially web cookies, and the capacity to remove old data from cookies and history.

Andreas Thiele explained: *“From an operational perspective the reduced logon and log-off times has enabled our staff to spend more of their valuable time doing what is most crucial - look after our patients. In a profession where every second counts the importance of this should not be understated.”*

“From a technical perspective Avanite has provided us the ability to personalize the data held within the webcache for IE, providing us with granular control over cookies. As an organisation that is built on Microsoft and Internet Explorer WebData Control is an essential part of our infrastructure. When working in conjunction with Environment Manager it is the perfect solution to manage profiles, especially around cookies and history, delivering benefits to both the users and wider IT infrastructure.”



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