Avanite WebData Control drastically reduced operational complexity & running costs, enabled a security first focused, evidence led approach to managing all web browsers in our Windows environment and enabled delivery of better patient care.

The University Medical Centre Groningen (UMCG) is one of the largest hospitals in the Netherlands and the largest employer in the Northern Netherlands.

12,000 Employees

3,400 Students in Training

15,000 CCU

Rare & Complex Diseases

450 Specialist Doctors

With more than 12,000 employees UMCG, is the main hospital in Groningen, The Netherlands. The medical centre is affiliated with the University of Groningen and offers supraregional tertiary care to the northern part of the Netherlands.

The Problem

As one of the largest University hospital in The Netherlands the UMCG's end user medical practitioner experience and the ability to log on and access patient data quickly is key to delivering optimum patient care.

The UMCG is an Ivanti User Environment Manager customer with a great number of configuration items, variables and customizations which makes their environment complex. The support desk team receive a high number of support calls on a daily basis concerning corrupt profiles, delayed login times and a degraded performance.

The IT team created a support script for their service desk to trigger a delete of the users' web data and caches to temporary restore the user experience to greenfield performance. Roaming the user browser data and cookies was performed throughout a custom, non- standard solution within Environment Manager which had been in place for years. This enabled roaming of the users web data but eventually always led to profile bloat, both logon and logoff delays and even corruption. Deploying Avanite WebData Control allowed the UMCG to change from a non- standard solution to an out of the box solution which was simple to configure.

The UMCG is an Ivanti User Environment Manager customer however the way they managed their environment was complex.

WebData control in an Ivanti environment

Deploying Avanite WebData Control in an existing Ivanti environment makes the user personalisation more efficient as less data is needed to flow from the database to end-points and back again.

The reduction in data in turn reduces storage space and backup facilities. WebData Control accelerates the login process as only the configured data is to be loaded during logon.
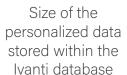
WEBDATA
CONTROL

The Solution

The UMCG looked to local partner, T4Change as they were unable to find a solution in the market and their IT Team had been recommended to look into Avanite Webdata Control.

A 4-week evaluation period was set up to a select group of 20 users with tangible measures of success which included;

Size of the personalized data stored within the Ivanti database

Decrease of data volume

Decrease in login times

Better user experience

T4CHANGE

UMCG

The Results

Avanite WebData Control has now been deployed across 12,000 users at the UMCG. Whilst the end users reported an enriched user experience, the metrics that the IT were able to measure showed clear improvements across the estate.

Deployment into an already Ivanti Environment Manager showed that the personalization database size was reduced by 40% which led to smaller backup requirements.

User profiles were reduced in size and a noticeable reduction in network bandwidth was seen together with 30% faster login times and an improved application launch time.

Deploying WebData Control enabled the UMCG to reduce the number of daily support calls, manage their estate with less complexity, less storage utilization whilst benefiting from accelerated login times and an enriched end user experience. In short, happier users at reduced costs!

Login times are important in any industry but no more so in healthcare. Valuable seconds recovered enable healthcare professionals to deliver precious patient care time in a profession where every second counts.

80%
Reduction in related support calls

40%
Reduction of related personalization data

User experience
★★★
★★

30%
Reduction in login times

Don't put off until tomorrow what you can do today.

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