

HEALTHCARE SERVICES PROVIDER SAVES TIME AND MONEY WITH THIN-CLIENT APPLICATION PUBLISHING FROM GRAPHON.



GO-Global server-based computing solution allows London-based NHS Trust to lower costs, reduce support, and increase security.

Customer Solution at a Glance

Customer Profile: NHS Trust provides mental health and substance abuse services.

Business Need: The organization needed a fast, easy, cost-effective way to run mission-critical legacy applications across the WAN.

GraphOn Solution: With advanced server-based technology and near-zero-footprint clients, GO-Global® for Windows provides NHS Trust with fast, simple, affordable access from any location.

Results:

- Substantial cost savings due to server consolidation, reduced supplier application support costs, better cash control, and improved accounting reconciliations.
- Reduced PC support costs due to centralized application deployment.
- Improved security due to server-based solution.

In the UK, healthcare services are provided free of charge as part of the National Health Service (NHS) which was established in 1948. The South London and Maudsley NHS Trust provides mental health and substance abuse services to the residents of South London. The Trust also offers specialized health services to people across the UK. With a strong community focus, the Trust provides health services in a wide range of settings, including in-home, doctors' offices, day centers, residential and nursing homes, prisons and hospitals.

NHS Trust recently conducted a thorough evaluation of available solutions to provide easy, cost-effective remote access to two mission-critical legacy applications. The Trust evaluated a number of products, including GraphOn GO-Global, Citrix MetaFrame, Microsoft Windows Terminal Services, and others.

In the end, the Trust selected GO-Global for Windows. They discovered that more than any other product, GO-Global makes it easy to instantly publish legacy applications to Windows and Linux remote workstations without the need to modify a single line of code.



Access to Applications Anywhere.

Mission-Critical Application Requirements

The Trust's clinical staff and patient cashiers needed easy access to two mission-critical medical applications across the Trust's Wide Area Network (WAN) – the Patient Monies System and the Bomic System.

The Patient Monies System is a patient banking system in which funds are held on behalf of patients, allowing them to withdraw money as needed from their NHS "account." This legacy COBOL-based application could not be re-written or upgraded without significant expenditure.

The Bomic application is a substance dependency care information system which was widely deployed across a number of Trust sites on stand-alone servers.

"The FoxPro-based Bomic application could not run at a reasonable rate across the WAN, making server support very difficult, if not impossible," said Roger Tritton Operations Manager at NHS Trust. "The application was difficult to maintain, requiring multiple site visits across South London by both Trust support staff and the application provider. This created an additional expense for us."

Evaluating the Available Alternatives

The Trust evaluated a number of products, including GO-Global, Citrix MetaFrame, Microsoft Windows Terminal Services, and Win4Lin Terminal Server.

"Citrix was simply too expensive," said Tritton. "And previous experience within our IT department identified certain problems with Citrix as well as the need to deploy an additional server for printing."

The result? The Trust selected GO-Global for Windows. The other products evaluated lacked the functionality required by the organization. They also lacked in ease-of-use operational features. And they required restrictive licensing schemes.

NHS Trust was pleased with GraphOn's concurrent licensing option which is ideal for applications requiring concurrent access from a large group of occasional users. The Trust selected a cost-effective, 60-user concurrent GO-Global license.

Deploying the GO-Global Solution

"The GO-Global server was exceptionally easy to install," reported Tritton. "It was the kind of straightforward installation you could easily delegate to a PC support engineer, rather than a server administrator."

Today, GO-Global not only provides access to the two mission-critical applications, it also allows Windows and Linux workstations to run centralized applications such as Lotus Domino Notes, the Datix Risk Management System, the Protocol Mental Health System, Maracis, and Microsoft Office 2000 applications.

"Go-Global's retention of the application's original look and feel greatly aids user migration, eliminating the re-training time and costs associated with migrating to an alternative vendor's product."

Roger Tritton
Operations Manager
The South London and
Maudsley NHS Trust

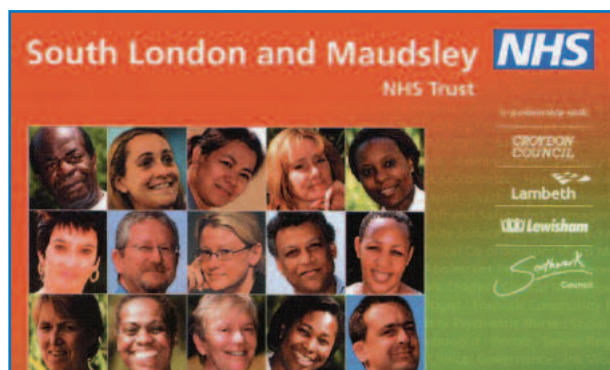
Improved Security

The Trust was also very impressed with GO-Global's security features. "The applications running on GO-Global essentially inherit the security from the file server on which they are located," explained Tritton. "In addition, Go-Global's security model allows us the potential to deploy kiosk machines running Windows Domain/Active Directory using the local machine's guest account."

Bottom-Line Benefits

The Trust identified a number of important GO-Global benefits relating to the Patient Monies System application:

- Better control of cash floats (balances) and improved, centralized cash orders.



- Improved reconciliation of cash transactions due to the elimination of manual calculations.
- Transparent audit controls.
- Improved receipt printing.
- Faster transaction processing resulting in a better patient and cashier experience.

In regard to the Bomic substance dependency information system, the Trust benefitted in the following ways:

- Reduction of scattered servers and resulting internal support costs.
- Reduced Windows NT and Novell server licensing cost due to database consolidation onto a single network-attached storage (NAS) device.
- Improved data protection because backups are now controlled by IT professionals, not end-users.
- Reduced application support costs since all applications are consolidated at one site.

"With GO-Global, we were additionally able to improve senior management reporting due to our consolidated applications and databases," concluded Tritton.



Access to Applications Anywhere.

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