



# Mater Health Services

## Putting patients first

Mater Health Services operates seven hospitals, providing healthcare services to almost 500,000 patients each year in Brisbane, Australia. With a staff of over 7,500, Mater has dedicated themselves to improving the health of the surrounding community. To better serve their patients, Mater needed to improve the delivery of services through highly mobile and flexible access to clinical data.



## The challenges



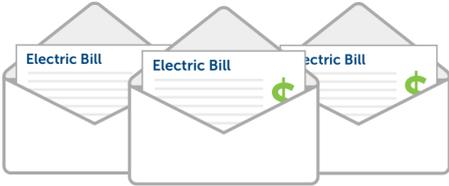
### System troubleshooting

With multiple staff members accessing shared devices, desktops and laptops required significant maintenance and support.



### Replacement costs

Short lifecycles for computer systems proved to be costly, as Mater was forced to pay for new technology after just a few years.



### Energy bills

Energy consumption became a strain on Mater's financial budget.



### Slow login process

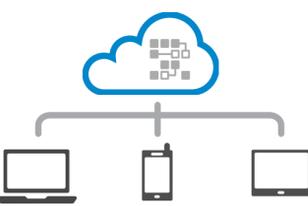
Accessing and logging into new clinical sessions proved to be time consuming, minimizing the time available to spend with patients

## The solution



### Virtualization in the Dell Cloud

Moving the physical server infrastructure to the cloud provided a **single point of contact for support and expertise** on an end-to-end virtual desktop solution.



### Centralized management

Implementing a Dell Wyse zero client allowed Mater to **operate over 2,000 desktop applications from a centrally managed location**, virtually hassle-free.



### Session portability

660 touch-screen units installed across the seven hospitals allowed clinicians to **access patient data** through the Citrix XenDesktop **without having to carry a laptop or tablet**.

## Successes



### Maximized time with patients

Mater achieved an **80% reduction in the time taken to log into clinical sessions**, enabling clinicians to **devote more time with their patients**.



### Improved patient experience

With **increased portability and mobility**, clinicians now have **greater flexibility to deliver services** based on the patient's individual needs.



### Reduced energy consumption

Running the virtual environment within an energy efficient enterprise helped **reduce Mater's annual energy costs by an estimated \$104,110**.



### Greater system lifespan

Mater estimates a **50% increase in the system replacement cycle time**, doubling the amount of years of service expected out of each device.