# Physically Fit: ProfileUnity Boosts Physical Desktop Performance and Compliance for Healthcare Provider

*"There's a huge cash burn or productivity loss associated with having 150 highly skilled staff members waiting 15 minutes each day just to get into their computers. ..."We're basically saving $450,000 per year in productivity costs."*

**– Eric Stenson**
**Director of Information Technology,**
**Intermountain Medical Imaging**

**Organization:**

Intermountain Medical
Imaging
Idaho

**Virtual Desktop Infrastructure Environment:**

None – ProfileUnity manages user profiles on physical PCs, accessing user data from a remote, central file server

**Products:**

ProfileUnity™

## Overview

ProfileUnity proved its value for non-virtualized PCs and laptops by helping medical imaging provider Intermountain Medical Imaging (IMI) centrally and securely manage user profiles and patient data for multiple facilities. IMI is a joint venture of St. Alphonsus Health System, which is an affiliate of Trinity Health, one of the largest multi-institutional Catholic healthcare delivery systems in the nation.

## The Challenge

Intermountain Medical Imaging (IMI) provides radiology services at six outpatient facility and hospital locations in and around Boise, Idaho. Its clinical staff rotates among the facilities, so the IT department must be able to provide them with access to their clinical records and applications wherever they are working. To protect against data breaches and HIPAA violations, Intermountain Medical Imaging keeps no data on desktops and stores all protected health information (PHI) and other files the radiology staff needs on a central file server in its secure data center.

"Not having PHI on individual desktops makes a huge difference in our HIPAA compliance efforts," says Intermountain Medical Imaging Director of Information Technology Eric Stenson.

That arrangement works well for security but came at the cost of convenience for Intermountain Medical Imaging's mobile staff."It typically took our staff members 10 to 15 minutes to log into their desktops when they arrived at a facility every day – that's no exaggeration," says Stenson. "Slow login times were really impeding patient care. And we were getting roasted month after month at our executive meetings about slow login times."

## The Solution

Even though IMI does not run virtualized desktops, it discovered that its best option for improving slow login times was Liquidware's ProfileUnity, the platform-agnostic user-profile and environment management solution. IMI's selection is an industry leader for Windows desktop management.

ProfileUnity is known for enabling extremely fast logins, which it accomplishes in several ways:

- ProfileUnity addresses profile bloat,a leading cause of slow logins, by making it easy to automatically enforce storage and application rights policies. Profile bloat occurs when applications store "unnecessary" cache files in the user's profile and when users themselves install unauthorized applications, accumulate media and other files, and do not follow email and data-deletion policies.
- ProfileUnity automatically compresses profiles before delivering them to the desktop – sometimes achieving compression ratios of 50:1 – which greatly accelerates transfer over the network.
- ProfileUnity only updates differential portions of the profile, providing an additional time saver.
- The optional ProfileDisk feature can be used to manage large profiles. It applies filters and scripts to optimize caching and automated configuration.

ProfileUnity can be used on physical or virtual desktops and with profiles that are stored locally, in an offsite enterprise data center or private cloud, or in the Amazon AWS, Google Cloud or Microsoft Azure public clouds.

## The Results

Intermountain Medical Imaging decided to pilot ProfileUnity on its desktops. Soon after the start of the pilot, the average login time fell from 10 to 15 minutes to between 30 and 40 seconds.

"ProfileUnity has been phenomenal," says Stenson.

The improvement has been very well received by IMI's clinicians, and its effectiveness has boosted morale. It has also boosted the bottom line. Since IMI began using ProfileUnity, it has received far fewer help-desk tickets related to slow logins – it previously received 15 to 20 per day. Not needing to support those tickets eliminated the need for one full-time desktop support position.

Improved login performance has made an even bigger impact on the staff that serves patients.

"There is a huge cash burn or productivity loss associated with having 150 highly skilled staff members having to wait 15 minutes each day just to get into their computers," says Stenson. "We're basically saving $450,000 per year in productivity costs."