



Improving capacity and performance within a virtual desktop environment



Cherry Health, founded in 1988, is considered Michigan’s biggest Federally Qualified Health Center (FQHC). With a widespread presence of over 20 locations across the state, Cherry Health offers comprehensive healthcare services. It has a workforce of around 900 employees and a team of over 60 physicians and mid-level practitioners.

Effectively Manage Capacity while Providing Better Performance

Cherry Health migrated to a newer virtualized desktop environment to achieve and maintain a holistic patient view, bringing its partners and patients into the same virtual infrastructure for a standardized experience.

During a demanding 18-month process to build and implement a Citrix XenApp published desktop, Cherry Health encountered performance issues across critical software applications. Cherry Health’s IT team often relied on end-user complaints to understand and react to performance issues.

To enhance performance and dependability, Cherry Health sought a suitable platform and opted for Login Enterprise to gauge their virtual desktop performance, forecast capacity with precision, and improve the overall user experience.

At a Glance

- **Industry**
Healthcare Provider
- **Location**
North America
- **Challenge**
Effectively manage capacity while providing better performance.
- **Impact**
 - Accurately predicted infrastructure needs during a refresh.
 - Improved cost to performance.
 - Validated image updates with automated processes.
 - Proactively managed the user experience.

Evaluating Capacity Requires More than Estimates

For years, Cherry Health ran a standardized desktop on Citrix XenApp and was looking to refresh its hardware. Rather than going through the painstaking process of manually estimating variables such as the number of servers, processors, memory, and capacity, the IT team selected Login Enterprise. The software's industry-standard capacity planning enabled the IT team to accurately predict, validate, and regulate the performance of the new virtualized desktop environment.

"We started running benchmarks for the number of users, servers, RAM, and so forth to systematically and quantitatively prove which configuration would be best for Cherry Health," said the IT Director. "I had to know definitively that we would get the fastest performance with the least contention because we want users to have the best experience. Importantly, we also didn't want to spend more on unnecessary hardware infrastructure to ensure the right performance."



Workload testing can be complicated, time-consuming, and challenging to scale. My favorite thing about Login Enterprise is that I know the workloads being run are the same, time and time again -- they are repeatable results that can be trusted.

Maximizing User Density

The simplicity of Login Enterprise made it easy for Cherry Health's IT team to benchmark and plan capacity. For example, when Cherry Health initially tested its legacy production servers, they had quantitative data to show that the environment could support 40 to 50 users on a single VM and up to 200 users on a single host.

Armed with data, the team could accurately predict that migrating to newer hardware would reduce the host infrastructure and support the same number of virtual desktops. More importantly, they utilized Login Enterprise's purpose-built capacity dashboards to gauge their capacity runway. "The management dashboard is very detailed with information that helps us immediately understand the results." As a result, Cherry Health now supports 850 users plus an additional 100 users from partner organizations.

Adapting to Changes in Service Delivery

The Cherry Health team recognized that overhauling their approach to change management would drastically improve the reliability of the new infrastructure. "We needed to be able to validate updates more process-oriented and methodically. There are stark differences between a physical and virtual environment, and the little details can come back to haunt you – such as getting all your printers to show up at once so a user's login does not take thirty minutes."

Login Enterprise's application validation and proactive capabilities allowed the team to get changes into production faster and mitigate disruptions. They built and implemented new images and shrink change approval cycles—enabling them to support over 100 additional client visits daily without interrupting service. In rare, unexpected issues, the team quickly caught the problem and reverted to a previously created image.

Improving End-User Satisfaction

Login Enterprise ensured that Cherry Health could analyze the entire service chain, keeping tabs on end-user experience, core performance, and capacity metrics. With better insights and proactive strategies, Cherry Health continues to reduce digital friction and maintain predictable performance now and in the future.

"Perception management is huge. If I go home knowing my users are happy, it makes my day. If no one says anything, then IT is doing its job. IT as a service is a utility -- people want to come in and know things will work. We can take guesses at configurations, but we can't run an organization that way."



Login Enterprise allows us to manage the user experience proactively, and we don't ever wait for our customers to make a complaint.

Request a **live demo** of the Login Enterprise Platform or **get in touch** with the Login VSI team today.