



# Summit Orthopedics

## Dynamic Virtual Desktop Infrastructure

### THE CHALLENGE

*Summit Orthopedics' poorly functioning and unstable Citrix XenApp environment was racked with end-user dissatisfaction and constant support requests. After three unsuccessful upgrades to address the user issues, it was apparent that something more drastic needed to be done to correct the problem.*

### THE CLIENT

We all need a little support from time to time sustaining a healthy, active lifestyle. Summit Orthopedics is an expert partner, providing tools, tips and expertise to help its clients thrive. From evaluation and diagnosis to prevention, treatment and rehabilitation, Summit Orthopedics provides a range of conservative and progressive care options for bone, tendon, ligament, muscle and joint con-

ditions. Patients and their family members have the attention of a team of medical specialists at every step of their personalized care plan. Summit Orthopedics is home to over 150 physicians, physician assistants, physical and hand therapists, and medical professionals across 14 Twin Cities locations.

### THE SOLUTION

In 2012, Summit Orthopedics hired new Director of IT Shawn Fredrickson. He inherited an IT landscape that elicited end-user complaints on a daily basis. The Citrix environment was very unstable, and users were frequently encountering session locking and printing issues. Addressing the daily complaints by frustrated users was overloading internal IT support staff, leaving larger projects unstarted or incomplete.

Summit Orthopedics' IT staff didn't have extensive expertise in Citrix, and the company's previous IT vendor had tried three times to upgrade



the environment to resolve the issues without success. The Citrix 4.5 environment was running on physical hardware and had not yet been deployed on virtual hosts.

Summit Orthopedics decided to find a new IT partner—one with the capability to create a well-functioning Citrix XenDesktop environment. Establishing a more stable environment would allow staff to focus on enabling business productivity through strategic technology initiatives,



## Emergent Networks

Customer  
Story 



instead of daily reactive care of its infrastructure and users.

After meeting with Emergent Networks, Summit Orthopedics staff believed they had found the right IT partner with the expertise to help successfully upgrade the environment and create a better user experience.

The new Citrix XenDesktop and XenApp farm was built from the ground up on the backbone of HP servers, EMC and Nimble Storage SANs, and VMware server virtualization. The system is designed to ensure a fast, highly-scalable and dynamic VDI environment to support stability for the 400+ end users across all the company's locations. As part of the design of the Citrix XenDesktop environment, provisioning services were introduced to reduce the

complexity of standing up new users and reduce the management requirements of the environment.

Emergent Networks and the Summit Orthopedics team wanted to make sure the environment was fully protected and incorporated redundancy into the entire solution. A fully redundant XenApp Storefront was implemented to allow user self-service for applications that would increase productivity and reduce management overhead.

Redundant virtual Citrix NetScalers were included in the design to help load balance the network traffic for the VDI environment and allow for high availability. Moving to a virtual NetScaler helped save Summit Orthopedics \$30,000 in physical hardware costs without losing any functionality. Once the new Citrix farm was built, tested and ready to deploy, the migration of users commenced.

"I have very much enjoyed working with Emergent Networks over the last couple of years since coming to Summit Orthopedics. I could tell right away that they were truly interested in becoming a partner and not just another vendor," Fredrickson said. "They take the time to think about my wants and needs, and work diligently

to recommend what they believe are right solutions for me and my business and don't just sell me the first thing that comes to mind."

### THE RESULT

As a result of implementing the new Citrix VDI environment, Summit Orthopedics has seen a drastic reduction of support calls. The stability of the infrastructure has allowed the company to free up resources, save money it can put toward other initiatives, and dedicate more time to focus on projects to increase productivity and meet business goals. The solution allows Summit Orthopedics to easily scale as it grows, and add functionality and value to its end users.

Summit Orthopedics continues to work with Emergent Networks as a valued IT partner. Emergent Networks is the first call Summit Orthopedics staff members make when they want to collaborate on an IT project—and the relationship continues to grow.

"They have a great team over there, with knowledgeable people. I value the relationship we've built in a short amount of time and look forward to continuing our partnership for years to come," Fredrickson said.