



# How MV Ortho improved their business by moving to a Cloud-Based Virtual Desktop using Parallels RAS with Com-X

MV Ortho worked with Com-X to step off the PC and Server refresh cycle with a Cloud-hosted virtual desktop transformation. In the process they improved the reliability and accessibility of their business systems, reduced stress for clinical staff, and enhanced patient care.

## The Benefits

<b>Improved Reliability:</b>	<i>No more server hardware crashes</i>
<b>Access from Anywhere:</b>	<i>Applications can now be accessed from anywhere</i>
<b>Ease of Management:</b>	<i>Central management and automation</i>
<b>Regular PC replacement:</b>	<i>Now redundant with Chromebooks</i>
<b>Data Protection:</b>	<i>Practice data now held in a secure, central location</i>
<b>Predictable Costs:</b>	<i>Consistent monthly costs and simplified budgeting</i>
<b>Peace of Mind:</b>	<i>With deep knowledge Com-X can respond and manage any issues that may arise</i>

Com-X IT Services

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- 02 Seeking improved system reliability and standardisation
- 03 Looking for an alternative to the traditional PC and Server hardware refresh cycle

# MVOrtho



## About MV Ortho

MV Ortho is an innovative healthcare business that constantly looks for better ways to deliver services to their clients.

With practices across New South Wales in Mona Vale, Burwood, and Griffith, MV Ortho have been providing quality Orthodontic specialist services to generations of customers. They are committed to delivering the best outcomes to their patients, while looking at ways to deliver consistent improvement to enhance the overall sustainability of their business.

### The Business Challenge

Through this process of consistent business improvement, MV Ortho was becoming increasingly aware of the management overhead of maintaining multiple IT environments across their Orthodontic practice sites. Power outages and flow-on effects resulting in server downtime were becoming a pain point in their workflow, and at times had the potential to impact timely patient care.

In addition, MV Ortho identified that their in-house PC and server systems needed replacement and enhancement. As with many businesses, this repetitive process every 3-5 years can be a costly exercise in software, labour and hardware.

Rather than repeating the same process of refreshing IT equipment with ultimately the same outcomes, Dr Mun Jong, Principal Orthodontist at MV Ortho, came to Com-X seeking a new approach that could improve the flexibility and reliability of IT systems for his business.

*“Our IT systems needed refreshing, but we also had reliability problems with power supply in one of our practice locations at that time. We needed to improve our tolerance to system outages and take the reliance away from our office-based server systems, so our business could more quickly recover in the case of a disaster. We also wanted proper remote access, so we could quickly access and update patient records without the need to travel to the office.”*

**Mun Jong, MV Ortho**

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# Com-X: A Different Approach

Com-X assessed the existing IT systems and staff workflow at MV Ortho, and rather than take the option of PC and server upgrades, they suggested a new approach for accessing the applications and data needed to run the business to improve business resilience and agility.

Com-X looked carefully at business requirements

Com-X recommended a migration to public cloud with application access via a Parallels RAS virtual desktop

To achieve these goals, Com-X recommended migrating the MV Ortho data and applications from their branch offices into a secure virtual private cloud hosted by Amazon Web Services. To lower PC maintenance overheads and to simplify management of clinical workstations, Com-X suggested a Parallels RAS virtual application and desktop infrastructure that would also be hosted in Amazon Web Services.

With this centralisation of the MV Ortho backend applications and compute resources in highly resilient Amazon datacentres, the original concerns around power, legacy hardware and uptime of systems could be addressed.

By moving to a virtual application and desktop delivery approach, MV Ortho would be able to replace existing PC's with reliable Chromebook workstations, while retaining the ability to run heavy applications such as 3D Orthodontic design programs on large external monitors.

Cloud-based delivery also provides the ability for MV Ortho clinicians and their support staff to access patient data remotely and securely from any location.



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# From Demonstration to Rollout

To prove the concept, Com-X created a demonstration platform to show MV Ortho how moving to a Cloud-Based virtual application and desktop environment would work for the staff.

After results and feedback from the demonstration system were reviewed, Com-X began a project to:

Com-X implemented and managed the project from end to end

- Migrate MV Ortho data from branch offices to Amazon using AWS Snowball
- Build a new Amazon Virtual Private Cloud with dedicated virtual servers for MV Ortho
- Assist the key vendor with the deployment of CS Orthotrac Practice Management software on the Amazon Virtual Private Cloud
- Deploy CS Orthotrac, and other Line of Business applications in a Parallels RAS virtual desktop environment.
- Replace existing PCs with low-cost Chromebook workstations.
- Ensure that branch office broadband connections had cellular backup links
- User testing, staff training and cutover of production systems to the cloud



Com-X provided full professional services for every aspect of this implementation. Including design, implementation, user acceptance testing and training, to full handover and support. Com-X worked closely with MV Ortho and their key application vendor to make sure that all requirements were met by the new cloud-based system.

*“Once we’d decided to make the change, the consultants from Com-X worked very closely with us to ensure that the transition to the Amazon Cloud based platform was smooth. They understood our needs, the importance of our customer data, and the needs of our practice staff who require stable, consistent, and easy to use IT systems.” Mun Jong, MV Ortho*

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# Implementation and Benefits

For MV Ortho, the benefits of the new Parallels Virtual Desktop system are significant. These include:

A Cloud Based Parallels RAS Virtual Desktop system has provided a resilient IT platform that is more agile and can scale with business needs



## **Improved reliability of IT**

All users get a consistent experience from the centralised virtual desktop, regardless of the device they connect from. The automation provided by Com-X ensures that systems are available in a predictable and reliable way.

## **Access from Anywhere:**

MV Ortho clinicians and practice staff can now securely access their systems from any location, over any network. They no longer need to go to the office to check their patient records or upcoming appointments.

## **Ease of Management**

Multiple separate branch office systems have been combined into one, with management and support of systems more streamlined.

## **Regular PC replacement not required**

With virtual apps and desktops, low-cost Google Chromebooks are now used for accessing practice applications and data, removing the need to replace high-end Windows PCs every 3-5 years.

## **Improved data protection**

Patient data is now secured in the Amazon virtual private cloud with no reliance on data held on office-based servers and computers that were subject to physical risks such as intrusion and power interruptions.

## **Predictable IT costs**

By running a cloud-based system, monthly, predictable operations fees for cloud providers simplify business technology budgeting.

## **Peace of Mind**

With an efficient system built from the ground up, MV Ortho has the confidence that Com-X can respond and manage any issues that may arise.

*“Our IT services are now “systemised”. They are predictable and reliable in both their performance and costs. We no longer worry about the impact of a server housed in our clinics going offline. We have a cloud-based system that didn’t need us to change our existing practice management software, CS Orthotrac, to a different system that might not have suited our business needs. The team at Com-X stepped us through the process and the project implementation was seamless.”* Mun Jong, MV Ortho

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