



## Mental Health Provider Stake Patient Mental Health on 2X ApplicationServer Reliability and Performance

### Problem

As a mental health provider, Kern County Mental Health offers mental health and substance abuse services for the greater Bakersfield metropolitan area and other Kern County communities. The organization's clinical and medical staff normally enter treatment notes into electronic records, which serves as the central "hub" for departmental operations, such as billing payers and reporting service data to state and federal government agencies. The department utilizes Anasazi electronic medical software, which is deployed to 14 department sites, several non-mental health departments, and approximately 18 contractors across Bakersfield and Kern counties. Publishing the application is a server farm consisting of a SQL Server database/application server, 8 terminal servers, 3 report servers, a PDC and an SDC.

"We really got the best 'bang for the buck' with this product."

- Charles McCartney, Kern County Mental Health

Charles McCartney is Senior Information Systems Specialist for Kern County Mental Health. Chuck

explains that for remote application delivery to the organization's various department sites, he initially chose Citrix Metaframe 3.0, as it was the newest version of Citrix available at the time the system was purchased. At the time, he notes that Citrix was chosen for its industry-standard reputation, and was installed by the application vendor and sent pre-packaged. TWAIN redirection functionality was necessary in order for staff to scan documents to electronic medical record software; obtaining this functionality required upgrading to the Citrix XenApp product. Yet with a prohibitive price tag and complex licensing requirements, Charles began to consider alternatives.

### Solution

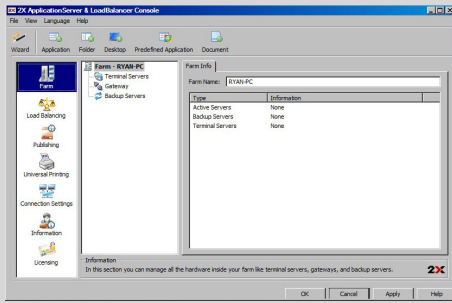
As an efficient, affordable replacement, Charles chose to deploy the 2X ApplicationServer with LoadBalancer to replace Metaframe 3.0. An 8-server license, including Upgrade Insurance with email and phone support, was purchased for a small fraction of the price of Metaframe, with Charles characterizing the cost differential between the two alternatives "a big reason for the move to the 2X ApplicationServer." The organization currently uses two 2X servers and six Citrix Metaframe servers, with additional Citrix to 2X migrations planned in the near future. All eight terminal servers are 32-bit, using a combination of Windows Server 2003 and 2008 software. No virtualization platforms are currently used.

### Efficiency and Support

Charles mentioned the two most significant benefits of Kern County Mental Health's use of the 2X ApplicationServer were the efficiencies the product brought to the organization in comparison to Citrix alternatives, and the great rapport the organization has with the 2X Support staff:



Kern County Mental Health offers mental health care for patients throughout the Bakersfield region.



The 2X ApplicationServer allows you to filter applications and desktops for users based on username, group or IP.



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## Application Delivery Efficiencies

While using the 2X ApplicationServer, Charles notes that he felt he “really got the best ‘bang for the buck’ with this product.” Since implementation, the solution has brought speed and integrity to mission-critical EMR applications. In contrast, there were “few, if any, efficiencies with significant problems in managing printer drivers across eight terminal servers, with a “tremendous amount of time spent troubleshooting printing issues.” Users also experienced application degradation with low memory and regular freezing. In contrast, he explains that “Universal Printing with the 2X ApplicationServer has solved the dilemma of managing multiple printer drivers on the servers,” while the 2X Client has “allowed applications to behave much more gracefully when servers reach full memory.” Intuitive client settings also allow the solution to be much easier to administer versus Citrix alternatives.

## Support

When configuration-specific issues did arise, Charles notes that the Citrix support staff was unresponsive to his team’s inquiries, forcing them to rely upon their existing knowledge base to fix Citrix-related issues. Since switching to 2X, Charles has been impressed by the “responsiveness and efficiency with which the 2X Support team has addressed our concerns.” He also relates that the close support he has received “vindicates our 2X purchase,” further illustrating the differences between their current configuration and their previous Citrix solution. With such positive 2X experiences thus far, as the organization considers other “cost-cutting measures, such as desktop virtualization, 2X will be at the top of the list, as they are already staged to be able to integrate with these potential scenarios.”

## About 2X

2X Software Ltd develops enterprise server-based virtual computing software, enabling desktop virtualization and application streaming on personal computers and thin client devices. Its product line, which includes the award-winning 2X VirtualDesktopServer and 2X ApplicationServer, is easily scalable, installable, and manageable with straightforward licensing, resulting in product prices far below those of competitors. For more information, please visit: <http://www.2x.com>.

## About Kern County Mental Health

Kern County Mental Health Department is a geographically located service provider with headquarters in Bakersfield, California. The department manages resources to provide a wide range of behavioral health services. These services include medications, individual and group counseling, rehabilitation and recovery services, access to needed resources, family counseling, and a variety of diagnostic and advocacy services, all provided in communities where the clients live. For more information, please visit <http://www.co.kern.ca.us/kcmh>.