Healthcare Deployment Configuration Management

Modernizing a Major Healthcare Compute Environment.

A regional healthcare organization with 10 hospitals and over 16,000 employees needed to modernize their PC environment as quickly as possible. Previous years' budgets had gone to upgrading their electronic medical record (EMR) system, which pushed out the timeline for hardware upgrades. Software patches required to address the Meltdown and Spectre security vulnerabilities slowed down the performance of their PC fleet, causing physicians to spend an additional 60 seconds to log into their EMR system per patient visit. The customer found themselves having to upgrade over 10,000 desktops and laptops as quickly as possible.

Regional healthcare organization with 10 hospitals and over 16,000 employees to modernize PC environment.

Provide the customer with real-time visibility and bring tremendous value to single-location projects.

Greatly compress deployment schedule by leveraging integration centers.

CHALLENGE

- Security patch slowed the performance of PC desktop and laptop fleet.
- Customer lacked internal resources needed to quickly upgrade over 10,000 devices.

SOLUTION

- Zones integration centers quickly and efficiently provisioned all devices.
- Zones provided onsite project management and deployment resources.
- Zones trained customer's technical resources to provide their own ongoing support.
- Zones custom designed a method to automate printer mapping per device.

RESULTS

- Deployed over 10,000 new HP PCs in several months to recognize benefits as soon as possible.
- Customer's physicians were each able to visit approximately 85 more patients per year.
- As a certified GPO supplier, Zones was able to provide aggressive pricing.

Consider **IT** done.   Visit **zones.com/healthcare** or email **HealthcareIT@zones.com** today.

THE CHALLENGE

A regional healthcare organization with 10 hospitals and over 16,000 employees needed to modernize their PC environment as quickly as possible.

THE SOLUTION

Zones used nterprise™, its proprietary project execution platform, to provide the customer with real-time visibility into all deployment-related inventories and activities. nterprise brings tremendous value to single-location projects by driving intelligence to project management and governance, which can often be chaotic and complex for customers to manage. nterprise can also be used when deploying to widely distributed store or branch locations.

Zones also trained the customer's technical resources so that they could provide their own ongoing support. For example, the customer's technical resources were trained on how to use SCCM and its user state migration tool to migrate user data. Furthermore, printer mapping from old devices had to be accurately duplicated in new devices. Zones designed a customized SCCM "attached printer report" to automate printer attach mapping per device.

THE RESULTS

Customer's physicians were each able to visit approximately 85 more patients per year. According to a 2012 report from MGMA, it can be estimated that the average doctor sees 18 or more patients per day. Thus, the upgrade saved each of our customer's physicians about 36 hours per year.

- As a Premier GPO (group purchasing organization) certified supplier, Zones was able to guarantee the most competitive pricing.

- Zones was able to greatly compress the deployment schedule by leveraging its integration centers, its field resources deployed to the customer's sites, and its proprietary nterprise project execution platform.

10,000 new HP PCs deployed.

18 more patients seen per day.

36 hours per physician per year saved.