

# »» Prescription for a Productive PC Environment



With its medical facilities consistently recognized in the 100 Top Hospitals in annual studies conducted by the Solucient Institute, Exempla Healthcare excels in delivering responsive healthcare to the communities that it serves. Exempla's prescription for success utilizes LANDesk® Management Suite to secure, safeguard and manage the workstations that its caregivers count on to serve their patients' needs, all with a savings in labor costs of about \$10,000 per security patch and \$100,000 for a 1,000 new PC deployment.

## Secure Patient Care

Many of the 4,000 computer workstations scattered throughout Exempla's three hospitals, eight clinics, and five administration offices are used by its doctors and nurses using the health information management system in the diagnosis and treatment of patients. Guaranteeing the security and privacy of that online health information is a top priority for the healthcare provider. That's why Exempla leverages LANDesk® Management Suite and LANDesk® Patch Manager to help keep its nearly 4,000 stations secure and up-to-date with the latest vulnerability patches.

"In the health care industry, securing your environment is key," says Edward Skaff, Manager for Exempla Healthcare. "You cannot risk having any of your equipment exposed or vulnerable to outside attacks. LANDesk enables us to keep our machines updated, current, and secure."

Skaff relates that in the past, patching their machines with the latest security updates from Microsoft took at least ten days, involving multiple engineers. "Manually building and deploying patches is a very labor intensive process," says Skaff. "LANDesk Management Suite and LANDesk Patch Manager significantly reduce that effort and the associated labor costs. Now we can secure and patch our entire environment in one hour with a single engineer. LANDesk saves us at least 280 man-hours per patch."

On top of the considerable time and labor reductions, Skaff indicates that LANDesk Patch Manager also provides him with a report of any machines that might still be at risk after a patch deployment. Before taking advantage of the LANDesk solution for patch management, this type of report generation was not available.

## Business Needs

- Keep 4,000 workstations secure from discovered threats in a timely and cost-effective manner
- Deploy and open a new facility with a very limited budget
- Reduce costs and increase staff efficiency

## Solution

- LANDesk® Management Suite
- LANDesk® Patch Manager

## Business Benefits

- Ensure that care providers' stations are secure and up-to-date
- Significantly lower labor costs for security patch management by saving 280 man-hours per patch
- Realize an estimated \$100,000 labor cost savings for new PC deployment
- Enable standard desktop policy enforcement to ensure the stability of desktops
- Reduce helpdesk call times from two hours to fifteen minutes per call
- Enable healthcare professionals to focus on customer care instead of PC problems

## Stable Environment, Reduced Costs

In the coming months, Exempla will be opening a new hospital with approximately 1,000 new computers. Skaff's rule of thumb is that it takes three hours per machine for a technician to manually image and place the image on a desktop. Fortunately for Exempla, the OS and application deployment capabilities of LANDesk® Management Suite will automate and expedite Exempla's desktop deployment processes.

"LANDesk gives us the ability to place an image on every computer in a 100 node segment of our environment in about 10 to 15 minutes. For a 1,000 machine deployment, it works out to about \$100,000 savings for us in labor costs alone."

According to Skaff, Exempla also uses LANDesk Management Suite to make sure that all of its existing desktops are configured and setup properly with the applications and drivers they need. "When a computer signs on, LANDesk can automatically push out all of the latest applications and updates it needs based on the department or floor where the computer is located," Skaff says. "Also, if a user installs an application that is not appropriate, it will automatically remove it. LANDesk Management Suite empowers us to enforce a standard desktop policy that helps keep our equipment stable."

## Keeping Patient's Needs First

Providing patient care is the foremost concern for the doctors and nurses at Exempla. When their stations aren't working properly, it can affect their ability to provide that care. With that in mind, Skaff's team of helpdesk technicians strives to quickly respond and resolve any PC problems that their users encounter. However, the users don't always have the time or ability to explain what's wrong with their machine. Skaff states that that's where the remote control capabilities of LANDesk® Management Suite step in to enable continued excellent patient care and quick desktop problem resolution.

"Since we're in the health care industry, patient care is the number one priority," Skaff says. "A nurse might not have time to sit on the phone with a helpdesk technician to figure out what's wrong with a desktop. LANDesk Management Suite enables an authorized technician to securely remote control the machine and resolve the problem, while the nurse concentrates on taking care of the patient."

Skaff adds that LANDesk Management Suite not only enables doctors and nurses to stay on task, but it also makes the helpdesk support center more productive as well. "By using the LANDesk remote control tool, 60% or more of the calls that our helpdesk receives can be resolved at first level support," Skaff says. "It has cut our average call time down. Trouble tickets that in the past might have taken up to a few hours to resolve, can be closed in fifteen minutes or less. LANDesk is critical to our ability to provide the level of customer service required by our users."

Skaff adds, "I believe that LANDesk Management Suite and LANDesk® Patch Manager are the best products for allowing an enterprise environment to save money, time, labor, and effort in managing desktops."

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