



Business Needs

- Cost-effective, efficient PC desktop management system to remote control systems across Decatur Memorial Hospital, as well as its 22 affiliated offices.

Solution

- LANDesk® Management Suite

Business Benefits

- First-time call resolution occurring at the Help Desk level increased by 40% without dispatching a tech to the end user site.
- Allows IT staff to become more proactive rather than reactive.
- Remote software maintenance and installation reduces downtime.
- Increased IT efficiency and user satisfaction.

Decatur Memorial Hospital

Providing a Healthy Solution

As one of the leading medical facilities in central Illinois, Decatur Memorial Hospital has the goal to continually meet the community's ever-changing healthcare needs. And information technology plays a major role in this mission. To manage the hospital's 1,600 desktops, Decatur Memorial turned to LANDesk® Management Suite for a healthy solution.

Changing the Way to Do Business

It was love at first sight. From the moment Mary Whitehead, the hospital supervisor of Tech Support and Operations, saw a demonstration of LANDesk® Management Suite at a local technology fair, she knew it was the desktop management solution for her.

“LANDesk Management Suite blew my socks off with both demos that I saw and I knew it was the perfect tool for us,” she recalls. “We have a clinical system that needs quarterly patches and updates—and there was one that had to be quickly installed before the system's next big upgrade. But this operation would have meant sending all nine of our techs out to work on every desktop. At the time, in 2002, we had about 1,000 desktops; we've since grown to 1,600. Because our tech shop happens to be in a separate building off of the main hospital, everything we do is at least a parking lot away. In addition, we have 22 remote sites that we support—the farthest one is 30 miles away. So it takes a great deal of manual effort if you have to touch every desktop and interrupt your end user, especially trying to find time to get to the desktops on the nursing units or in the ER department. LANDesk Management Suite really came in handy to remotely deploy the clinical system update from our office. Rather than taking weeks to accomplish, the update was complete in minutes. LANDesk has literally changed the way we do business!”

Remote Management within Minutes

Whitehead notes that LANDesk® Management Suite has been especially beneficial as the hospital implements a state-of-the-art electronic medical records system. Using this medical records system, doctors, nurses and clinicians can pull up the medical record right at the bedside to view a chart and document treatments. And instead of being on paper, the patient's medical chart is available instantly on the laptop.

“Without LANDesk Management Suite, we would have had to add more IT staff to handle the requests from the electronic medical records system users,” says Whitehead. “Now, the nurses can call to say there's a problem with the laptop, that it has lost connectivity to wireless network. We can remote-in and reboot the PC or diagnose the problem from our off-site location.”

Budgeting Becomes a Breeze

In addition to remote management over the hospital's entire software distribution and configuration process, Whitehead reports that she uses LANDesk® Management Suite as a forecasting tool almost daily. "I'm responsible for the budget for all the end-user hardware," she says. "We're just ending our migration from Windows 98 to Windows 2000. Since I'm about 95% done with Windows 98, I'm constantly running reports to see how many more PCs I have out there that need upgrading. Plus, using LANDesk Management Suite as a budgetary tool really helps me keep the budget in line."

While Decatur Memorial Hospital hasn't used LANDesk Management Suite extensively for licensing, Whitehead points to an instance where LANDesk quickly came to the rescue. "Recently we had an audit by a small software vendor, and thanks to LANDesk, within five minutes I had everything I needed. It would have taken much longer to get the numbers if I hadn't had LANDesk as a resource."

Given the results Decatur Memorial Hospital has realized with LANDesk Management Suite, it's not surprising that the organization's return on investment was met almost immediately. In fact, Whitehead estimates that a manual application of a basic hot fix or patch would have taken three days to cover all desktops and cost approximately \$4,100 in IT tech support wages (not to mention lost work time to the end-users during the time required by the tech to install the fix/patch). Compare this to the three hours IT tech time to build and push a package to all desktops for perhaps just over \$100, with no disruption to the end-users.

"My techs really like being able to remotely manage our end-users and to help them out," exclaims Whitehead. "LANDesk has drastically changed the way we practice, our work habits. Before, it was such a manual, labor-intensive process for everything we had to do. We were going out and constantly touching the desktops. We have a lot of software vendors and every time someone had a patch, an upgrade, a problem, a print driver that wasn't right, or something in networking, I'd have to send my force out—over and over again. Because we're a hospital, we're running a 24/7 operation. We have to be able to respond to any request at any time. My techs thank me almost daily for LANDesk; they love the tool probably more than me!"



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Supervisor of
Tech Support and Operations
Decatur Memorial Hospital