

Delivering High-Quality Health Care Requires a Well-Managed Network



Profile:

The largest global, physician-led provider of integrated cancer care services

Industry:

Medical

Network:

5,000 Windows PCs
5 servers

Solutions :

Ivanti® Endpoint Manager
Ivanti Endpoint Security for Endpoint Manager
Ivanti Service Desk

Key Benefits:

- Repair calls reduced 50 percent in first few months, and continue to decline
- Predictive knowledge base improves resolution times significantly
- Self-service feature lets users resolve problems
- Shipping costs reduced \$65,000 in first year

21st Century Oncology, Inc., headquartered in Fort Myers, Florida, is a leading provider of advanced radiation therapy and the largest global, physician-led provider of integrated cancer care services to cancer patients in the United States and Latin America. The company offers a comprehensive range of radiation treatment alternatives, and focuses on delivering academic-quality, cost-effective patient care in a personal and convenient setting.

Challenge: Simplify Network Management to Help Ensure Continuous Patient Care

Innovations like medical robots and three-dimensional imaging systems are improving patient outcomes significantly. But if these devices or the computers running them are down for any reason, patient care is affected. “When a doctor or nurse is on the phone with our IT department because their PC is not working, that means they are not helping a patient,” said Wesley Shepherd, Director of IT Support Services. “It’s my job to make sure that doesn’t happen.”

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*Wesley Shepherd
Director of IT Support Services
21st Century Oncology*

No Historical Repair Data Means Slower Resolution Times

In the past, Shepherd didn't have an easy job. "The key to reducing downtime is fixing problems quickly and doing preventive maintenance so certain problems do not even occur," he said. "Before, we had no place to store the information our technicians discovered while troubleshooting PCs. Such a repository would allow technicians who, later on, came across the same or similar problems to search the database and quickly find the solution and make the repair. And by using the repository to identify the top 10 recurring problems, we could take preventive measures to make sure they never happened again."

Lack of Inventory Creates a Ripple Effect

The inability to track the company's hardware and software was another obstacle to managing the network. "We had no easy way to keep inventory," said Shepherd, "so we simply didn't do it. When you focus on patient care as much as we do, some things go by the wayside and unfortunately inventory was one of those things, even though it caused problems when it came to managing the lifecycle of PCs, purchasing licenses, budgeting, and more."

Manual Imaging Is Time Consuming and Expensive

Shepherd's team used to reimage machines by hand, which was costly and increased downtime. "Our technicians had to go onsite and reimage PCs from a hard drive with 30 different images on it," explained Shepherd, "which made troubleshooting more complicated because it was hard to determine which PC had which image. And because we have so many remote treatment centers, we often had to ship PCs back to headquarters to reimage them. With an average shipping cost of \$300, two days of downtime for the user, plus our technician's time, each reimaging was a costly undertaking. We couldn't go on like this. We had to work more efficiently and cost-effectively, so we decided to implement a network management system."

Solution: Automated Management System Reduces Downtime, Helps Improve Patient Care

"We needed a system that was very nimble, serviceable, and self-sufficient," said Shepherd about the search for a management system. "That's why we chose Ivanti. It is simple to use, easy to implement, and does not require a lot of overhead." The solution allowed 21st Century Oncology to create a database for troubleshooting information so it can perform root cause analysis. "Now, I can generate a report that tells me what is going on with a PC that has a problem, and the conditions that are causing it," continued Shepherd. "I can also use that report to do preventive maintenance. Before, we were taking 3,000 repair calls a month. Within months of installing Ivanti, those calls were cut almost in half, and are still decreasing. The biggest indicator of success is that we are improving our efficiencies as an organization."

"Without [Ivanti], we can't service our users and they can't deliver care to their patients. It has saved thousands of hours a year in technician time and dramatically decreased our resolution times. Our investment in Ivanti has been returned twice over, and continues to save us time and money."

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Knowledge Base Provides Self-Service Option for Users

The solution also maintains a predictive knowledge base of information that speeds troubleshooting. "Our knowledge base ties directly in to root cause analysis," noted Shepherd. "When a user calls in with a problem, as the technician types out the ticket, predictive solutions appear at the bottom of the screen. We are now fixing more problems while the user is on the phone. Also, users have access to the knowledge base that gives them a self-service option. We are seeing more and more staff solving their own problems, which means less downtime and better patient care."

Reimaging Over the Network Saves \$65,000 a Year in Shipping Alone

The inventory and imaging issues are now a thing of the past. “Ivanti gives me a full inventory picture with the click of a mouse,” said Shepherd. “I can tell when a PC was installed, who installed it, who logged in last and when. Now I can monitor licenses, budget accurately, and establish a cost-effective lifecycle process. And we replaced our 30 images with one hardware-independent image, which has dramatically simplified our reimaging process. In addition, we can reimage remote PCs over the network. That eliminates shipping and reduces downtime for the user from two days to two hours. Our shipping costs used to average \$75,000 a year. Last year, they were \$10,000. The solution also allows our PC vendor to image new machines at their location before shipping them to us, reducing delivery time to a user from four weeks to five days.”

Twofold Return on Investment

Ivanti has become a mission-critical tool for 21st Century Oncology. “Without the solution,” said Shepherd, “we can’t service our users and they can’t deliver care to their patients. It has saved thousands of hours a year in technician time and dramatically decreased our resolution times. Our investment in Ivanti has been returned twice over, and continues to save us time and money.”

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