

## Asset Management System for Major Healthcare Group

Problem: The enterprise-wide deployment of unaccounted for software applications created the probability of litigation for this major healthcare provider. In addition, the corporation was ineffectively managing desktop assets resulting in unnecessary expenses, software license usage exposure and poor Total Cost of Ownership (TCO) ratios.

Solution: The hospital group had standardized on Microsoft's operating system and relied largely upon MS applications and desktop solutions for its mission-critical operations. But as business requirements increased and technology evolved, deployed hardware became outdated while technology asset management was neglected; PCs were decommissioned and replaced and their software and associated licenses fell into disuse. The lack of a sophisticated tracking system for software also denied the hospitals economy of scale on application and license purchases.

DCi designed a desktop management control system, which was installed for over 10,000 desktops enterprise wide. An immediate benefit of this system was policy management as applications were now metered from a central system. By enabling a new procedure for automated license recycling, the hospitals achieved both steady-state savings and future cost avoidance. The new system eliminated the need to go through a purchasing research process for standard PCs and applications, as well as for individual PC imaging. It cut down on project delivery time and project execution. Further, by standardizing the hardware and commoditizing the procurement of hardware and software applications, the health care system achieved immediate return-on-investment via an economy-of-scale purchasing power. Even more importantly, they staved off the litigation with software providers (and in particular Microsoft, which had been targeting the hospital market for license-infringement) that their competitors had experienced by adding accurate reporting and license controls.

Accounting, finance, materials management, information technology and their customer base were all measurably impacted by the new system and millions of dollars in procurement and support costs were saved or cost avoided annually.

## Medical Imaging System for Real-Time Consultations for Major Healthcare Group

Problem: To remain competitive, this hospital desired a state-of-the-art medical imaging system picture archive system (PACS) that would allow patient images to be viewed concurrently from anywhere. However, Siemens the application provider specified a cost-prohibitive ancillary network to be installed in the health care system in order to run the concurrent medical imaging application.

Solution: DCi's experts eliminated the need for the costly, high-maintenance ancillary network by architecting and building a virtual local area network on the existing enterprise infrastructure. The Siemens' Picture Archive Control System was successfully integrated into and operated on the existing corporate network infrastructure. Millions of dollars were saved by leveraging the hospitals' existing infrastructure and support resources optimizing operations and TCO.

## Video Conferencing System for Major Healthcare Network

Problem: The need to visit multiple hospital locations within this health care delivery network was causing executives to burn time and money on corporate travel. Moreover, the CEO sought a way to have his direct reports (hospital administrators) meet in small and large groups without travel...but also without sacrificing the impact of face-to-face meetings.

Solution: DCi's experts designed a high-speed network solution that allowed corporate executives to move from hospital to hospital without leaving their offices. What's more, they were able to utilize the existing network infrastructure to architect the solution and by doing so, the new video conferencing system not only optimized operations and TCO; it also was available to other user groups, from physicians to staff to patients (if desired). The system was used for distance learning, and it also allowed for seamless transitions of business relationships when adding or deleting separate medical groups. The corporation's technology no longer inhibited new business relationships; it enhanced these relationships and ancillary services. In short, the new infrastructure was always ahead of the corporation's business and legal curves.

## Ambulatory Care System (Patient Flow System) for Major Healthcare Joint Venture

Problem: A care delivery organization's financials are adversely impacted when acute care facility assets are wasted on sub- or non-acute patients. Two health care delivery groups (one acute, one non-acute) found themselves in this predicament and looked to offset each other's costs by sharing patients with an eye toward the right patient in the right facility.

Solution: DCi's experts were tasked with creating an infrastructure and architecture that were both flexible and agile enough to meet the immediate and growing needs of this lucrative joint venture. The new system enabled the care delivery network to align care delivery assets to deliver the desired outcome at the most favorable economic and help to properly place patients in the health care continuum. The result: Patient satisfaction increased while the joint-venture's profits were immediately impacted.

## State-of-the-Art Network System for Nursing Home Group

Problem: This chain of nursing homes and rehabilitation centers was growing via acquisitions causing an accounting and a consolidated operational performance reporting nightmare as different methods were employed. The Corporation's business and executive managements exit strategy called for a transparent facility and accounting management system that would demonstrate unquestionable accuracy in key facility operational management and accounting procedures; and allow an integrated view and roll up strategy for both financial, patient and operational performance information.

Solution: When DCi learned of the exit strategy and that facility directors received bonuses based on utilization and user satisfaction, we determined that the chain's growing business demands would benefit most from a state-of-the-art network system that would not only allow them to close the books at the end of the month but also show a daily census of utilization across all business units. We deployed a front-end, real-time executive dashboard to deliver these utilization reports, which included satisfaction surveys, facilities surveys, and the like, guaranteeing that service-level agreements were being fulfilled. On-line triggers and alerts via the database helped improve care resulting in greater patient satisfaction. The corporation, which grew from four sites in northern New Jersey to 153 sites across 11 states, was able to close the books at the end of each month while examining daily facility operational performance metrics and utilization. These capabilities along with the sophistication of the technology platform, systems and accounting procedures were a key factor in increasing the company valuation which sold at a premium (\$1.4 Billion).

## Business Continuity Architecture for Leading Healthcare Network

Problem: A major healthcare provider was experiencing degrading system conditions but believed the hot backup site that IBM had provided would prevent data loss in the event of a system outage. However, when their system crashed in mid-year, mission-critical systems were unavailable for more than a week and ten days of billing data was lost, resulting in the loss of millions of dollars.

Solution: DCi's experts understood that the healthcare network's existing architecture and hot site had given them a false sense of security. What was needed, going forward, was a virtualization strategy and high-availability solution. A sophisticated state-of-the-market enterprise wide business continuity architecture was devised to provide the healthcare delivery network with dynamic and dependable business continuity, disaster recovery and work flow balancing capabilities. The fault tolerant, high availability architecture was implemented and there has not been an incident since.