

CASE STUDY

MANAGEWISE[®]

SUPPORTS REGIONAL MEDICAL CENTER

ManageWise Gives Medical Center IT Team Ongoing Support for a New Compute Platform

THE CHALLENGE

The medical center was up against a deadline involving their largest and most critical application. They needed to upgrade from a legacy electronic health record (EHR) system to a modernized system. This involved designing the new system then migrating all of their patient medical, billing and treatment data.

The client's IT team also needed assistance with administering their new Cisco, NetApp and VMware system, Meditech FlexPod. The medical center needed help setting up the system that unites computing, networking, storage access and virtualization, as well as getting ongoing support.

Client Overview

- One of the largest regional medical centers in the Western U.S.
- Consistently designated as a “five-star” and “top 100” hospital
- 235-bed multi-campus healthcare system
- IT responsible for 1,900 employees, 270 health professionals and 150 volunteers

The client had a deadline involving their largest, most critical application. They needed to upgrade from a legacy Electronic Health Record system.

THE SOLUTION

MicroAge helped the IT team meet the deadline imposed by the hospital by setting up the software and infrastructure to support the new system and migrating data from the legacy EHR. Additionally, they provided the client with a 3-year ManageWise service contract to help support their new Meditech FlexPod system. With a “teach them to fish” approach in helping the client understand and master the new system, the contract includes ongoing informal training for the medical center's IT staff.

The new system's setup, as well as ongoing maintenance and training, would have required the client to hire several new FTEs at a cost of over \$240,000. The ManageWise service provides the medical center with a dedicated team that includes an account manager, professional services manager, project manager, and a few engineers—all for less than the cost of a single new FTE.

CASE STUDY

MANAGEWISE

Supports Regional Medical Center

MicroAge was able to identify cost-effective solutions and efficiencies throughout the project.

By engaging MicroAge, the medical center was able to set up the new system and receive ongoing maintenance and training – all for less than the cost of a single FTE.

THE RESULTS

MicroAge helped the client complete the project on a tight timeline and within budget. Due to the short timeline, the upfront costs of deployment ballooned, but MicroAge engineers identified efficiencies and found several hundred thousand dollars of savings. MicroAge offset increased software costs by leveraging tools the client already had.

The client was able to come up to speed quickly on their new equipment. Support from MicroAge's engineering team will eventually enable the client to become self-sufficient in the day-to-day administration of the system, with MicroAge helping to troubleshoot any issues that arise.

ABOUT MANAGEWISE

ManageWise is part of a new breed of proactive, scheduled IT services, born out of the same economic necessity and technological capacity as on-demand consumer services. It helps relieve tension between IT and the business by striking a healthy balance of stability and agility, providing the resources to keep existing infrastructure strong while enabling business growth.

Let's Get Started

Learn more about how MicroAge can work with your team to capitalize on today's leading technologies and maximize your IT investments. Contact MicroAge to schedule an appointment today.

The MicroAge Difference

MicroAge combines a powerful mix of technology services backed by vendor-certified engineers and an acclaimed panel of experts to deliver the competitive edge technology leaders need to lead in a disruptive, digital environment. MicroAge positions your organization for the future with end-to-end services.