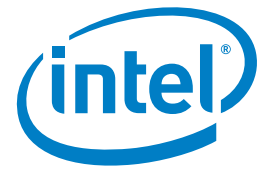


CASE STUDY

Intel® vPro™ technology
Enterprise Client
Security and Manageability



Healthy PCs for Happy Patients

Medical centre boosts efficiency with remote support based on Intel® vPro™ technology

Located in the south of France between Marseille and St. Tropez, Toulon is a picturesque, historic city of about 160,000 as well as the principal port of the French Navy in the Mediterranean. The suburb of Solliès-Pont, to the northeast of the city, is known for its chateau and the figs grown in the area. In 1978, a local doctor founded a medical centre in Solliès-Pont to provide high-quality medical care to the local population. The centre has grown steadily and now supports around 13,000 patients.



CHALLENGES

- **Enhance patient care.** Ensure doctors can access the information required to deliver the best standard of care to the community
- **Protect sensitive data.** Keep patient records secure and safe for the long term with regular PC updates and data backup
- **Keep doctors productive.** Enable staff to work efficiently, unhindered by faulty equipment or IT issues

SOLUTIONS

- **Expert consultancy.** IT managed service provider OMI helped design and implement a more effective way to manage the centre's PC fleet
- **Remote PC management.** OMI technicians resolve IT issues and carry out maintenance remotely

IMPACT

- **Faster treatment.** Doctors have more reliable access to essential applications and records, enabling them to give the right diagnosis and treatment more quickly
- **Greater system integrity.** Enhanced remote backup and support for the hardware used for billing means all patient information is stored and processed securely
- **Unintrusive maintenance.** Routine administrative activities such as software updates can now be done remotely, even out-of-hours, without affecting staff productivity during the day

A busy medical practice

As the front-line healthcare provider to a significant part of the local community, the Vergers du Château Medical Centre must ensure that it operates effectively at all times. To do this, the staff relies heavily on desktop PCs for a wide range of key activities. Doctors use them to access and update patient medical records, create prescriptions and check medication details. Administrative staff rely on them to collate patient data and test results and process billing, including that done through the governmental 'carte vitale' health insurance system.

"Almost every stage of a patient's interaction with the medical centre requires the use of a PC," says Dr. Giles Montloup, Vergers du Château Medical Centre. "It is therefore essential that we know our IT resources are reliable and responsive so that staff can work efficiently and deliver the best treatment as quickly and accurately as possible."

"The most noticeable benefit of the new PC infrastructure is the way it enables our doctors to work more efficiently."

Dr. Christian Liverato,
Solliès-Pont Medical Centre





Doctors get the best from their IT resources with remote PC management solution from OMI and Intel

In the past, the benefits of the medical centre's technological platform, however, were often negated by the amount of time employees had to spend managing and fixing it. As Dr. Patrick Dartiguenave recalls: "If something went wrong with a piece of hardware or one of the applications, doctors would need to spend time on the phone with the relevant helpdesk to get the issue resolved. Our staff are not experts in IT, so any issues with PCs, the server, the printers, the ISP connection or the carte vitale reader would present a major hurdle. In an environment where patients expect treatment in a timely and professional manner, having to wait for IT issues to be resolved is not an option."

In addition to the reactive care needed by the PC fleet, legal guidelines require that the medical centre keep its resources protected with proactive security patches and software updates. This traditionally needed to be done by visiting IT technicians during work hours, causing further disruption to employees' ability to treat patients.

A remote solution

Recognising the need for a more effective and reliable way to administer its PC fleet, the medical centre chose to work with technology reseller Pelios and Paris-based IT managed services provider OMI to develop a remote PC management strategy. OMI recommended that the centre refresh its PC fleet with HP ec7900* PCs equipped with Intel® vPro™ technology to enable more effective remote management and out-of-hours maintenance.

Following the roll-out of the new desktop PCs, OMI is now able to provide the medical centre with a comprehensive service in three key areas:

- **Day-to-day IT support:** When doctors have trouble accessing a file or using an application, OMI support representatives can immediately log in remotely to help them or contact the helpdesk directly on their behalf
- **PC fleet management:** The remote power-up functionality of Intel vPro technology enables OMI technicians to carry out software updates, security patches and other administrative tasks overnight to avoid impacting the doctors' day
- **On-site and remote backup:** From its Paris office, OMI remotely carries out a weekly backup of all records and data kept on the medical centre's server to ensure all patient files are kept safe

Better patient treatment

"The most noticeable benefit of the new PC infrastructure is the way it enables our

Spotlight on Vergers du Château Medical Centre, Solliès-Pont

Since it was founded in 1978 by Dr. Marc Nicolini, the Solliès-Pont Medical Centre has been dedicated to providing the best quality healthcare and medical services to the population of this suburb of Toulon. It currently serves about 13,000 patients.

doctors to work more efficiently," says Dr. Christian Liverato. "We used to suffer two to four hours per month of IT disruption, but now any issues are resolved within five minutes. Having their desktops working reliably at all times means staff can get the most out of their day and treat more patients. At the same time, the people who come to us for treatment can be confident that their doctors have all the information they need at their fingertips in order to make the most informed diagnoses and give the best advice through a well-managed IT architecture."

The support provided by OMI through the PCs equipped with Intel vPro technology also means that the centre can better protect its sensitive patient data in line with legal requirements. Bill payments can be processed accurately and quickly by the administrative team, which is also better able to carry out any support activities for the doctors with more reliable PCs.

"With all maintenance tasks now taking place overnight, doctors barely need to think about IT issues anymore," Dr. Liverato concludes. "If any issues do arise – from a basic query about Microsoft Word* to a broken piece of hardware – OMI can assess and resolve it remotely, even if a PC is powered off or the operating system is unresponsive. There's no need to wait for a technician to come to us, so downtime is much less."



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