

Hospital of the Heart

Maintaining the Health of Desktop PCs with LANDesk® Management Suite

Business Needs

- Ensure the reliability, safety, and performance of desktops and notebooks running everything from medical records to custom applications
- Reduce or eliminate technical services calls in restricted sectors of the hospital, such as the ICU and surgical centers
- Improve management of hardware and software inventory and make optimal use of the corporate network

Solution

LANDesk® Management Suite

Business Benefits

- Reduced help desk wait times by 75 percent
- Can upgrade software in minutes, rather than hours
- Improved ability to maintain and secure PCs without any impact on network performance
- Streamlined inventory management to dramatically reduce software costs

Overview

Internationally recognized for excellence in medical services, Hospital of the Heart (HCoR) in São Paulo, Brazil relies on an IT staff working 24x7 to guarantee reliability, security, availability, and performance of hundreds of personal computers. At the heart of HCoR is an IT culture that seeks to support the health of the institution and its patients all day, every day.

A center of excellence in heart disease, HCoR was founded more than 30 years ago in São Paulo and throughout its history has expanded facilities, incorporated the latest technologies, and has focused on creating a highly qualified, multidisciplinary team. Today, it is one of the most respected hospitals in Brazil and is internationally recognized for the quality of service it provides to cardiac patients.

In recent years, HCoR has also distinguished itself by offering the same quality of service in other medical specialties such as orthopedics, vascular surgery, gastroenterology, thoracic surgery, pulmonology, and neurology, among others. Furthermore, it is considered a center of excellence in prevention, possessing a diagnostic center equipped with high-tech equipment and skilled professionals offering the best in laboratory tests and imaging.

Faster service with remote control

Behind this world of medical excellence is an IT staff that applies this same culture of excellence to managing its IT environment. Of the nearly 2,000 HCoR employees, about 70 percent are end users who work on corporate desktops or laptops. In this environment of administrative teams, which includes doctors and nurses, computers are strictly managed by Márcio Lima, HCoR's support coordinator, and his team.

"Everything from medical records to custom applications for the medical community is provided to users on hundreds of desktops and dozens of notebooks, such as the ERP and a PACS application from Siemens," said Lima. "In addition to these hospital systems, HCoR also uses Microsoft Office, an antivirus/anti-spyware program, and software developed internally by our business intelligence analyst team."

To ensure the reliability, safety, and performance of its desktops, HCoR uses LANDesk Management Suite. "Before adopting LANDesk Management Suite, our end users had to wait up to 65 minutes for help from our service desk for a software fix or maintenance on their machine," said Lima. "With the help of LANDesk remote control, this wait time dropped to less than 15 minutes."

To enable remote control capabilities, the IT team installed the LANDesk client on each user's PC and ensured that Windows was operational and that there were no existing hardware problems. With the LANDesk solution, Lima's support team can even connect with computers that are turned off by using the Wake on LAN feature offered by LANDesk.

"The Wake on LAN feature has helped our support team immensely," said Lima. "For example, employees with Microsoft Office 2003 could leave for the day, turn off their computers, and return the following day to find Microsoft Office 2007 installed on their machine. We can do it remotely, without the need for a

support professional to travel to their workstation.” Remote control also helps with technical services calls in restricted sectors of the hospital, such as the ICU and surgical centers. “We can troubleshoot issues without having to visit restricted sectors, which reduces the possibilities of staph infections.”

Improved hardware and software inventory

The IT staff also realized gains in terms of hardware and software inventory. “Before LANDesk, we managed inventories using Excel spreadsheets which required very detailed and time-consuming work from our team,” Lima says. “With LANDesk Management Suite, we just need to schedule the generation of the hardware and software inventory reports. Now we always have access to a new report, providing a precise snapshot of the configuration of each machine in our environment.”

For Lima, this kind of information is essential to justify certain IT operations and investments. Without these kinds of reports, the IT manager is likely to make inappropriate decisions because of the lack of information about the environment.

It is also a monumental task to do large scale roll-outs of new software versions or patches with specific fixes on hundreds of desktops spread out in five buildings. “LANDesk reports show us which computers already have the necessary configuration to run the new software and which machines will need to go through a hardware upgrade to handle the upgrade,” Lima says. “In the past, the HCor team spent about 80 minutes per computer to prepare to meet the prerequisites for installing a desired application. With LANDesk, we are able to create one report with a list of all the computers that meet the desired application’s installation prerequisites. The service time dropped from 80 minutes per computer to a few minutes per user—for hundreds of PCs throughout the hospital.”

Another gain afforded by LANDesk is the control over purchasing software licenses for desktops. Today the IT team knows how often and for how long a software program was used by a particular user. “Many times this discovery justified removing the software program on the PC of a person who had the license but, in practice, did not use it,” said Lima. “We then transfer the software license to a new user rather than buying new licenses to meet every new request. By constantly measuring license usage, we can tell if the new user really needed the application—which helps justify the investment made in purchasing the software license.”

Optimal use of the corporate network

One of Lima’s concerns is to perform all these tasks without overloading HCor’s corporate network bandwidth. “Because of our need to send large diagnostic imaging files throughout our network, we need to use as little bandwidth as possible,” he says. “Still, LANDesk is configured to use very little bandwidth. We try to conduct remote PC maintenance without delays and in a secure manner, while still preserving network performance.”

HCor worked with LatinTech, a local LANDesk partner dedicated to HCor. “The LatinTech team helped us keep our environment running smoothly; the high competency of LANDesk tools was only complemented by the experience of this service integrator,” says Lima, who counted on LatinTech’s expertise for optimal use of bandwidth. “The professionals at LatinTech worked with our team to achieve this balance, ensuring rapid delivery of software and patches without stifling our network.”

To Lima, another value-add for HCor was the quality of the professional relationship LatinTech maintains with LANDesk technical support at its headquarters in the USA. “Faced with complex issues, it became clear that LatinTech knew the goings-on at LANDesk in order to find both the information and people that would help address our support needs,” said Lima.

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— Márcio Lima
Support Coordinator
Hospital of the Heart

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