



Leading Healthcare Systems Provider Manages Global IT Assets With Survey and Cuts Purchasing Costs With Actual Usage Data

Profile

A leading provider of healthcare information systems for hospitals, independent laboratories, physician practices and long-term care providers.

Challenge

To gain accurate inventory on enterprise hardware, software and server-hosted applications and locate areas for lowering IT costs.

Solution

Leveraged Survey Suite's correlated inventory and usage information to auto discover and quickly assess the utilization of deployed enterprise assets. Equipped with objective usage information, they were able to make sound decisions on redeploying unused assets, ensuring license compliance, and renegotiating IT service contracts.

Benefits

A savings of \$1.2 million on the FY05 purchasing budget.

The leading healthcare information systems provider prides itself on creating products and services that leverage their clients' investments and help them effectively manage IT operating costs, so they can focus on their patients, not IT systems. With corporate IT costs continuing to rise, they took heed to their own words and initiated a project to ensure the company's internal IT infrastructure was providing enough bang for its buck.

The organization began their search for a solution that could help them quickly inventory and assess the utilization of enterprise IT assets, without interrupting users from their work. The tools not only had to scale according to the company's needs, but also demonstrate obtainable, measurable cost benefits to the organization's bottom line. "We didn't want to buy just an inventory tool," states James, the company's PC Configuration Manager.

"This year with Survey™ I have lowered my FY05 purchasing budget request by \$1.2 million."

James
PC Operations Manager

Previously, the company tried to manage IT assets using Computer Associates Ammo. After almost two years of using the software program and receiving little value in helping to assess what end users had and used on their desktop, it was time for a change. "I needed a powerful solution that didn't consume more resources than the value received by the organization. We valued Microsoft Systems Manage-



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ment Server (SMS) along with Survey and found SMS alone didn’t provide the asset coverage and detailed level of usage information that we required. Hands down, Survey was the right product. It was easier to use, reasonably priced and just a superior technology to the alternatives in the market today,” said James.

“It only took 20 minutes for us to install Survey across all 1000 desktops in our enterprise. This was very much a luxury for me. Survey took the shortest amount of time to install out of all the other applications in our enterprise. Our organization was running reports within the hour,” stated James.

Usage is Key to Lowering IT Operational Costs

With Survey, the healthcare systems provider now has timely, accurate license information to guarantee compliance and ensure software is not installed on unused hardware platforms. Survey not only enables them to understand what’s been purchased and installed, but also allows the company to forgo new purchases by redeploying unused software. “It’s a great tool for me to know whether to redeploy, retire, or renegotiate,” continues James.

In addition to providing support for employees in the company’s headquarters, they also use Survey to

efficiently manage IT assets for numerous cat and dog remote users. The company finds it more cost-effective for employees to work from their home office, than to put them in a cube at a facility. Survey complements these efforts, by ensuring every remote PC is compliant with the company’s desktop standards. Because Survey provides full inventory and usage support for remote and disconnected resources, the company is able to manage assets outside the walls of the company. James confirms, “Survey helps us understand usage across the ENTIRE organization; we now have a complete picture of our assets, something that was not possible before the project was initiated.

The Savings

“As the PC Operations Manager I frequently receive requests from employees about why they want and need a new machine and/or software. By running software and hardware utilization reports I can now easily evaluate if these purchase requests are warranted, and if in-house under utilized assets can be redeployed to satisfy there quest. “This year I have lowered my FY05 purchasing budget request by \$1.2 million,” said James. The money saved by reducing new purchasing costs is considered direct profit, and greatly contributes value to the company as a whole. “My job is to scrutinize every request for new software and desktop machines, Survey helps me do that.”

More Information

For more information about Scalable Software products and services, call Scalable Sales at (713) 316-4900 or email at info@scalable.com.

www.scalable.com

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