

Geisinger Health System

Enabling Efficient, Cost-Effective Care Giving



Business Needs

- Keep the users of its 13,000 PCs productive no matter where they are.

Solution

- LANDesk® Management Suite

Business Benefits

- Resolved 75% of its computer issues in minutes rather than hours or days, saving substantial time and money.
- Saved several thousands of dollars in recapturing unused software licenses.
- Have made more informed software and hardware upgrade decisions to improve user performance, as well as save time and money.
- Improved the overall productivity of all the users of its 13,000 PCs.

One of the nation's leading, fully integrated healthcare systems, Geisinger Health System serves more than two million residents throughout central and northeastern Pennsylvania. With three medical center campuses, 41 community clinics, a 700-member group practice, and a 210,000-member health plan, the system is dedicated to providing quality care where and when it's needed, researching ways to improve healthcare and educating the next generation of caregivers. A key aspect of making these goals a reality is enabling its vast workforce of physicians, nurses, technologists, pharmacists, and support staff with the computing environment they need to do their jobs. LANDesk® Management Suite enables Geisinger to keep the 13,000 workstations in such an environment running smoothly.

Saving Time, Saving Lives

With Geisinger Health System spanning 40 counties, or 20,000 square miles, supporting its computer users would be extremely expensive and time consuming if not for the remote control troubleshooting and repair capabilities provided by LANDesk® Management Suite. "If we had no way of remotely looking at a device when problems arise at one of our distant facilities, we would have to send someone on site to fix it," says John Barnes, a workstation analyst at Geisinger. "Rather than having to drive 30 to 60 miles to fix a problem, LANDesk Management Suite lets us take care of it in a few seconds. That's invaluable to us."

Every issue that comes through the help desk at Geisinger is different, but about 75% of them can be resolved remotely using LANDesk Management Suite. "LANDesk® remote control provides substantial time and money savings," Barnes says. "We can repair issues without having to visit the device. It lets us see what users are doing correctly or incorrectly, rather than having to guess. As a result, we can get them up and running quicker."

Being able to get its users operational promptly without having to visit the location can be critical for Geisinger, especially in emergency situations. "Time is very critical in our surgery and emergency departments," Barnes explains. "If someone in an operating room can't read an x-ray clearly because of a video setting, there's not always time to send someone on location, get them into scrubs, and then enter the secure area. That's especially true if a patient's life is on the line. With LANDesk Management Suite, a nurse or doctor on site can simply give us permission to remote to the device and we can fix it in a manner of minutes, or less."

Empowering Continual Productivity

The doctors and nurses are not the only ones to require urgent computer help at Geisinger. "It can be a real problem if PowerPoint stops working while one of our leaders is doing an important presentation," Barnes says. "It is not always feasible for technical personnel to interrupt a meeting for a relatively simple fix. This is especially true if the meeting pertains to patient- or business-sensitive information. LANDesk enables us to repair the problem from an unobtrusive centralized location with less interruption to the meeting."

With the LANDesk® Management Gateway, Geisinger can even provide remote control support for users that might be at home or on the road, regardless of whether the users are using a company-issued computer. "We have many doctors and management that travel to and present at various meetings and conferences," Barnes says. "If they encounter a software problem, we're not able to send someone hundreds or thousands of miles away to fix it. As long as the users have Internet access, we can remote to them through the LANDesk Management Gateway and have them working again in minutes."

Reclaiming Software Licenses

In addition to remote control, Geisinger also takes advantage of the inventory management features inherent to LANDesk® Management Suite. This allows IT personnel to quickly see what kinds of devices they have and what versions of software they are running, and makes it easy to determine whether or not they need new hardware or software upgrades. "We have 13,000 PCs running out there, and trying to find out manually what each of them has would take a lot of time," Barnes says. "With LANDesk I can get a detailed report in minutes. That's a great time saver."

In addition to time savings, the ability to see users' actual software usage provides Geisinger significant money savings. "LANDesk Management Suite allows us to not only see what software has been installed, but also if it's been used before," Barnes says. "If certain users never use the software, we can uninstall it and take the licenses back, saving us several thousands of dollars on licenses."

That same usage tracking capability saves the organization money when it comes time to upgrade software suites, too. "It doesn't make sense to spend three times as much money on a professional version of a suite, when users actually only use the components from the standard version," Barnes says. "LANDesk Management Suite lets us see exactly what software users actually use, so we can upgrade them accordingly."

LANDesk Management Suite makes it easier and more cost-effective for Geisinger to continue to deliver the superb quality care that its patients and members have come to expect. "We've been using LANDesk Management Suite for several years and it has become invaluable in how it enables us to support all 13,000 of our PCs and their users," Barnes states. "It's a quality product and we have been quite happy with it."



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