

THE RIGHT PRESCRIPTION FOR GROWING HOSPITAL'S IT MANAGEMENT

Community hospital expands IT management capabilities with eSMART

SITUATION

South Nassau Communities Hospital (SNCH) in Oceanside, NY, is growing at a rapid pace. It recently completed the Renaissance Project including the North Addition, a 170,000 square-foot facility featuring expanded emergency room services, maternity and behavioral health units, and a state-of-the-art conference center.

With the expansion came a much larger demand for IT equipment and software. PC inventory grew more than 600 percent over a four-year period and the number of servers doubled.

The hospital received a notice that Microsoft®, as part of its Software Asset Management (SAM) Consultation program, wanted to conduct a license audit. Microsoft contracted with one of its technology partners to conduct the audit, who used eSMART™ for the project.

“eSMART GIVES ME ALL THE INVENTORY AND COMPLIANCE DATA I NEED TO MANAGE OUR NETWORK AND HELPS ME PREPARE FOR NEW SOFTWARE DEPLOYMENTS. FOR EXAMPLE, WE CAN USE INVENTORY REPORTING DATA FROM ESMART TO EVALUATE OUR MICROSOFT EA RENEWAL AND DETERMINE HOW MANY NEW LICENSES TO PURCHASE.”

Connor Brosnahan, Manager, Network Services, South Nassau Communities Hospital

CRITICAL ISSUES

The hospital's manager of network services, Connor Brosnahan, realized that the manual IT inventory processes he had been relying on would no longer suffice for the rapidly expanding medical center.

SOLUTION: eSMART IT ASSET MANAGEMENT



CASE STUDY OVERVIEW

COMPANY:

South Nassau Communities Hospital

BUSINESS NEED:

IT Asset Management Solution to generate accurate software inventory reports for a Microsoft audit

SOLUTION:

eSMART

RESULTS:

- Savings of staff hours
- Identification of installed software on-demand
- Accurate software and hardware inventory reports



CRITICAL ISSUES (CONT'D)

As a result, the SNCH staff faced the possibility of spending considerable time conducting inventories and chasing down the location of each laptop and desktop. SNCH needed a more efficient, more accurate method to collect this data.

As the hospital grew, so did the potential for the theft of laptops and desktops containing protected medical records. Brosnahan needed a solution that would help recover missing systems to secure federally protected patient information.

HOW IT WORKS

eSMART is a web-based, hosted solution that uses a small tracking agent which is deployed across the network. Deployment can begin almost immediately and can cover thousands of users within days without disrupting work.

Once deployed, the agent communicates with the eSMART Network Operations Center (NOC) to send software and hardware inventory data. No user files or data are sent. And since the data is all outbound, it doesn't tax your network's bandwidth. Shortly after deploying the agent, you can begin viewing reports.

“...IF WE WERE TO MIGRATE TO A NEW OPERATING SYSTEM, I WOULD BE ABLE TO DETERMINE WHICH SYSTEMS ARE READY, AND WHICH NEED HARDWARE UPGRADES IN PREPARATION FOR THE MIGRATION.”

Connor Brosnahan, Manager, Network Services, South Nassau Communities Hospital

RESULTS

After an extensive four-month evaluation, Brosnahan deployed eSMART throughout the SNCH infrastructure. The license reconciliation reports verified for the Microsoft audit that SNCH did not have any license compliance issues.

eSMART continues to help the hospital:

- Save more than 15 staff hours per month managing IT inventory and overall software compliance.
- Enforce software policies by identifying unauthorized software; including downloaded and evaluation copies of software.
- Enforce software standardization by identifying older installed software versions.
- Produce accurate software and hardware inventory reports that can afford SNCH a better position when negotiating volume license agreements.
- Locate missing devices through eSMART's patented beaconing technology, which helps address federal data security requirements.

