



Case Study

A regional healthcare organization mandated critical administrative functions become web-enabled within 72 hours, stipulating hardware/software migration could only occur during off-peak time

Client:

A Regional Healthcare Organization

Industry:

Healthcare Services

Service Offering:

Component Services

- Deployment Services
- Hardware & Software Migrations



The Situation: A regional healthcare organization that oversees a hospital in New England, made the decision to convert all billing and benefits processing over the Web. Due to conflicting project requirements, the organization's desktop support group was unable to complete the necessary software and hardware upgrades to the hospital's desktop computers by the deadline imposed by hospital administration. Therefore, the client sought the services of a leading IT services provider to perform the upgrade during the hospital's "off hours." The project needed to be implemented quickly and seamlessly without disruption to hospital operations. The project would require testing client scripts, building a technical team, and delivering a service within three days.

The Response: As a premier provider of technology staffing and services, TEKsystems® promptly designated a project lead to manually validate the organization's installation scripts and perform the pilot. Following the initial testing, a delivery team consisting of a technical team leader and team of technicians was formed to upgrade the hospital's desktop computers with new hardware and software. The migration was completed in eight hours on the Saturday before the deadline. TEKsystems also provided support technicians for post-upgrade support to the organization's end users on the following business day.

The Result: The healthcare organization was able to meet the hospital administration's deadline. The billing and patient benefit processing was accessible via the Web by the required date, thus enabling the hospital to provide improved customer service and accelerated the processing of payments from insurance companies and state benefits providers.

The Technology: Programs installed included: customized Medi.com claims processing software, Novell™ GroupWise™ 5.2, Novell™ LAN WorkPlace™ Pro 5.2, Microsoft® Internet Explorer 5.0