



Personal Systems Solution Spotlight

Technology Deployment for New Hospital Facilities

Customer: Large Healthcare System

Location: Michigan

Business Need

A large Michigan-based healthcare system was opening a new 200-bed children's hospital and adding a \$100 million patient wing to an existing hospital building. In both cases, there was a small window of time between the end of major construction and the date that IT resources needed to be available for staff operations. With this challenging timeline, the IT team needed to execute as efficiently as possible.

The organization needed a partner that could consolidate, provision, stage and deploy a range of equipment — desktop PCs, laptops, printers, multi-function devices, medical carts, TVs, IP phones and more — while providing human and logistical resources necessary to support the complex process of a healthcare technology deployment.

Solution

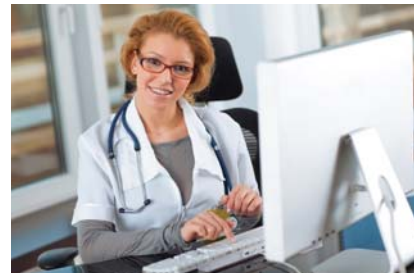
The healthcare system chose MCPc for several reasons: Previous collaboration on a comparable technology deployment gave the customer confidence in MCPc's ability to efficiently orchestrate a project of this scale, using a project management methodology that aligned closely with its own. MCPc could also deliver on all necessary implementation services while remaining within the organization's budget.

MCPc's ability to quickly and cost-effectively scale support as needs fluctuated, timelines changed and critical phases were entered brought significant value to the project. As construction schedules were revised, MCPc reallocated resources and managed installations around the work to minimize disruption and maximize productivity.

The MCPc project team started the process with several consults to gain a complete understanding of the scope of technology initiatives for the new facilities. End goals and implementation timelines were reviewed in detail to define success factors for each deployment. Then, with the help of MCPc, a deployment plan was developed that fit the construction timelines while ensuring technology resources would be fully functional when the medical staff arrived.

Once the window of time for infrastructure deployment was reached, MCPc mobilized technicians to install approximately 5,500 devices between the two facilities, including:

- Three types of desktop PCs
- Two types of thin clients
- Three types of laptops
- Three types of printers
- Monitors



Highlights

To get its new patient wing and children's hospital both constructed and fully operational within their expected timeframe, this healthcare organization needed a partner to efficiently consolidate, provision, stage and deploy a range of equipment while providing the human and logistical resources necessary to support the deployment process. MCPc ensured a total of 5,500 devices were deployed on the target date and within the project budget.

Benefits

- MCPc project managers provided overall organization for the deployments, helping to clearly define responsibilities and ensure timely project completion.
- The organization could fully rely on MCPc to own all logistics and material handling.
- The technology infrastructures were in place on time and under budget.



- Medical carts
- Cisco phones
- TVs
- Employee time clocks
- Conferencing equipment
- Patient monitoring systems

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The MCPc project managers acted as the central communication point between the organization's executives, internal project managers and medical staff to ensure that task ownership was clearly defined and all stakeholders were in sync — critical factors in a technology deployment of this scale.

Results

By the end of the 12-month engagement, all devices were successfully deployed on schedule and without interruption to the medical staff. The technology infrastructures of the two facilities were fully operational within the planned timeframe, and the new \$280 million children's hospital opened on time. Both deployments were executed under the organization's budget.

Currently, the healthcare system is working with MCPc on additional IT projects, including an annual PC lifecycle refresh contract and new hospital integrations.

If your organization is planning a large-scale technology deployment, MCPc is ready to discuss a solution that includes any combination of project management, device procurement, logistics, provisioning, installation and ongoing device management.



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