Case Study

ManageEngine
Endpoint Central

From 30 days to 20 mins:

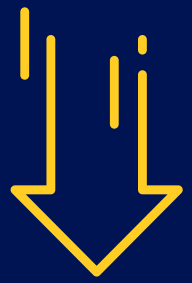
How a Philadelphia-based non-profit healthcare cut device provisioning costs by $22,000 using Endpoint Central

120
Number of devices to deploy OS

8 hours
Average working hours per person

$60,000
Average annual salary of an IT technician in the

30
Minimum deadline



99%
Reduction in cost and time

	Doing it manually	Using Endpoint Central
Time to deploy OS to **one machine**	6 hours	20 minutes*
Time to deploy OS to **120 machines**	720 hours	1.67 hours
Number of **technicians needed** to meet the deadline	3	1
Cost for technicians to deploy OS	$21,600	$50

* In this case, the customer deployed the OS in five batches of 24 computers each, taking into account image size and network availability in their environment. However, the deployment could potentially be executed simultaneously across all devices

About the company

This Philadelphia-based healthcare is a vibrant non-profit delivering exceptional medical, dental, behavioral health, pharmacy, and child development services. With a team of dedicated professionals, it is committed to providing top-tier healthcare to families, regardless of their economic situation, throughout the Philadelphia region of Pennsylvania in the northeastern United States.

Industry: Healthcare

Headquarters: Philadelphia, USA

Endpoints: 1300

Product: Endpoint Central

Facilities: 12 locations across Philadelphia

Services: Medical, Dental, Behavioral healthcare, Pharmacy

Challenges

- High turnover rates among healthcare staff demanding constant device provisioning.
- Convince top management to onboard a tool to automate OS deployment to 120 devices.

Solution

- Provisioning devices promptly to new hires using Endpoint Central.
- ROI calculations to show savings of $22,000 and 30 days of time using Endpoint Central.

Features

- OS deployment

Getting the leadership buy-in

Picture this: A dedicated IT systems engineer, sits across from his CEO in a sleek conference room. He understands the weight of this moment. Click! Click! The presentation lights up the screen behind him, showcasing a $22,000 return on investment by using ManageEngine Endpoint Central to image 120 new computers recently procured. The CEO leans in, intrigued yet cautious. The IT systems engineer senses the gravity of the moment. He's not merely presenting figures; the stakes are high. While recounting this scenario to us, the IT systems engineer said:

> ***"I did the math on how much time and money just the OS deploy feature alone would save us, which came out to probably about double the price of the product itself, because the process would take about six hours per computer. You have to sit down, open it up, install the updates, do everything manually, and then I put that into numbers. My CEO said, 'Wow! Okay, that makes a lot of sense. Let's just get this. This is going to save us a lot of money.' "***

What were the frustrations that pushed the system engineer to explore and onboard Endpoint Central? To grasp the full picture, let's rewind and explore the scenario.

The IT team at a leading NPO hospital was grappling with the challenge of a major device replacement task. Their goal was to deploy newly acquired devices to the physicians and healthcare staffs while swapping out the older ones that frequently crashed. The system engineer, the newest member of the IT team at the hospital, lead this effort.

In addition to dealing with aging devices, the team also managed the high staff turnover prevalent in the healthcare industry. High staff turnover rates, with pre-COVID nurse turnover reaching 27.65% and physician turnover at 11% in the US, meant that provisioning fresh devices to new hires was a constant task.

> ***"We also have a high turnover rate here, somewhere around four people per week. That is high for an organization with only 700 employees. Each new user requires their own dedicated computer," he noted.***

With all of these responsibilities, the IT team created a structured plan to ensure they delivered on their duties. The first step was to deploy the 120 computers that were freshly procured.

"Half of our fleet was older than five years at that point, and there were a lot of issues with the older computers in our office. They would crash midway through treatment for some of the patients and slow down to the point where it was unusable, or people would be standing at the front desk to check in, and it would just shutdown. We had to replace as many as possible as soon as possible. We didn't want to sit there opening the boxes and installing things manually."

IT systems engineer, Philadelphia-based non-profit healthcare.

They did the math, and it turned out as a surprise to them—a manual, month-long task requiring dedicated efforts from three team members. However, with the old devices frequently crashing and disrupting daily operations, he recalled the intense pressure his team faced during that time:

> ***"We had around 120 computers on a shelf waiting to get deployed, and I was getting a lot of pressure to get them out as soon as possible."***

It was then that he recalled how the process of provisioning devices was automated at his previous organization, which utilized Endpoint Central. He remembered how simple it was just to type the code for the OS deployment task and witness its instant execution.

> ***"In my previous organization, I was asked to image a computer. I said, 'Oh! I'll be gone for the next few hours,' but the IT team there showed me a tool named Endpoint Central. They entered a code, and it was done instantly! I was blown away by how quick it happened," he recalled.***

Nevertheless, he faced a hurdle. As a non-profit healthcare organization primarily serving underserved communities in Philadelphia, the organization needed justifiable reasons to spend more than the allocated budget for IT solutions, especially considering that they recently purchased a new set of computers

> ***"This is a non-profit organization, so you need to have good justification and everything written out for the top management to approve it," the IT systems engineer explained.***

Crunching the numbers behind the imaging and deployment task for the shelved devices helped him discover that Endpoint Central would cost only a fraction compared to its previous manual device provisioning methods. He determined that the ROI figures accounted for direct savings of $22,000 as well as 30 days of labor by three members of the IT team. Combined, that's an impressive 90 days of saved time and effort. He presented to the CEO, noting that the Endpoint Central solution would also help with the IT team's regular task of provisioning devices to new hires due to high turnover and address both mass device replacement and regular device provisioning needs.

Challenges

- Multiple IT tools bloated their tech stack and IT spending.
- Frustrations with access to patient records, leading to burnout among IT staff.

Solution

- Endpoint Central offered a unified alternative and replaced their existing tools, cutting down on their IT spending significantly.
- Deploying the right EHR clients to the employee device based on their persona.

Features

- Vulnerability and patch management, software deployment, remote access

The ripple effect: Cost benefits surpassing the initial provisioning of 120 devices

The IT systems engineer also noticed that multiple tools were utilized to address its IT concerns but that most of these functionalities were already available in Endpoint Central. Top management at the organization was interested in replacing these single-purpose tools as they were both bloating their tech stack and hard on the IT budgets.

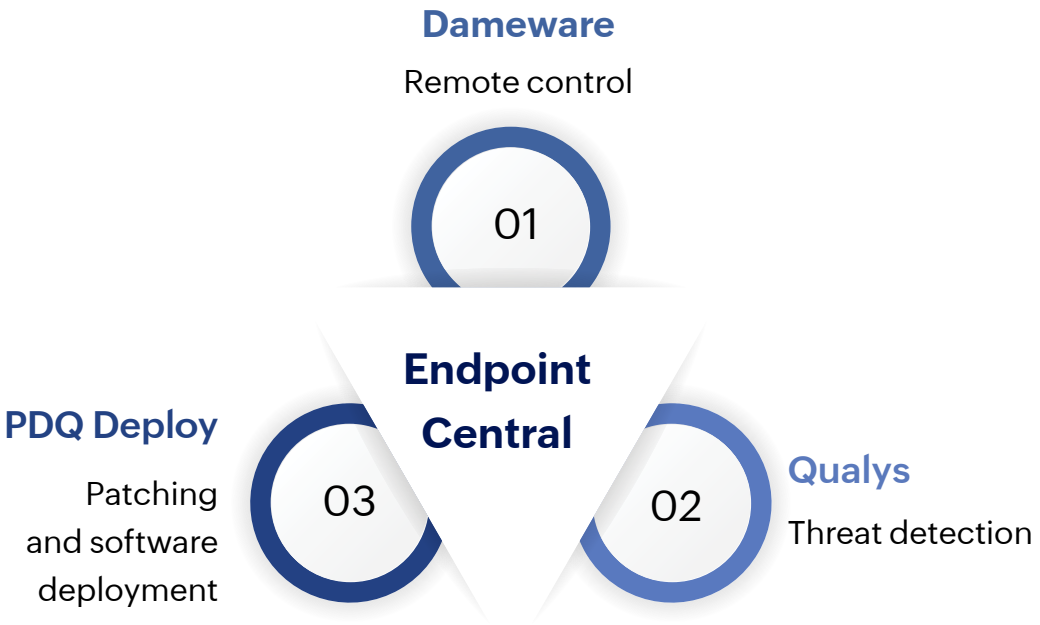
> ***"We used Qualys for threat detection and PDQ Deploy for patching and software deployment, but management felt they were too expensive for what we needed. So they had me look at some other products, and Endpoint Central had so many features in just one product, that it just made sense to invest in it," he explained.***

Healthcare staffs rely on seamless access to electronic health records (EHR) to provide effective care. Managing three distinct EHR clients for various functions— scheduling appointments, medical and dental practices, and mental health—poses a challenge for the IT team. Usability issues in EHR IT systems are known to contribute to burnout, with 60% of physicians and 40% of nurses advocating for improvements. Endpoint Central simplifies this by integrating application deployment with OS deployment, ensuring each user receives the correct EHR client tailored to their department's needs. This eliminates the need to rely on PDQ Deploy for deploying EHR clients

> ***"Currently we have three EHR clients: One is used mostly for scheduling, one is used for the medical and dental practices, and then another one is used for mental health practices," he noted.***

The organization previously had multiple inventory tools to track devices in its fleet, with the device count tallying differently in each of them. Dameware was used for remote troubleshooting the workstations of physicians, which was unreliable and increased the time the organization's IT team needed to resolve issues. The inability to resolve issues in the workstations caused disruptions in the workflow of physicians and nurses.

Endpoint Central consolidated and replaced these single-purpose tools in their tech stack:



Endpoint Central provided a more consolidated approach to address the organization's pain points. Now, the non-profit healthcare agency can clearly track the devices in its fleet, the software running on them, access these devices remotely to resolve issues, scan for threats, and fix these threats with an effective patching cycle. All of this is accomplished with a single agent running on the devices and managed from a single console for the IT team.

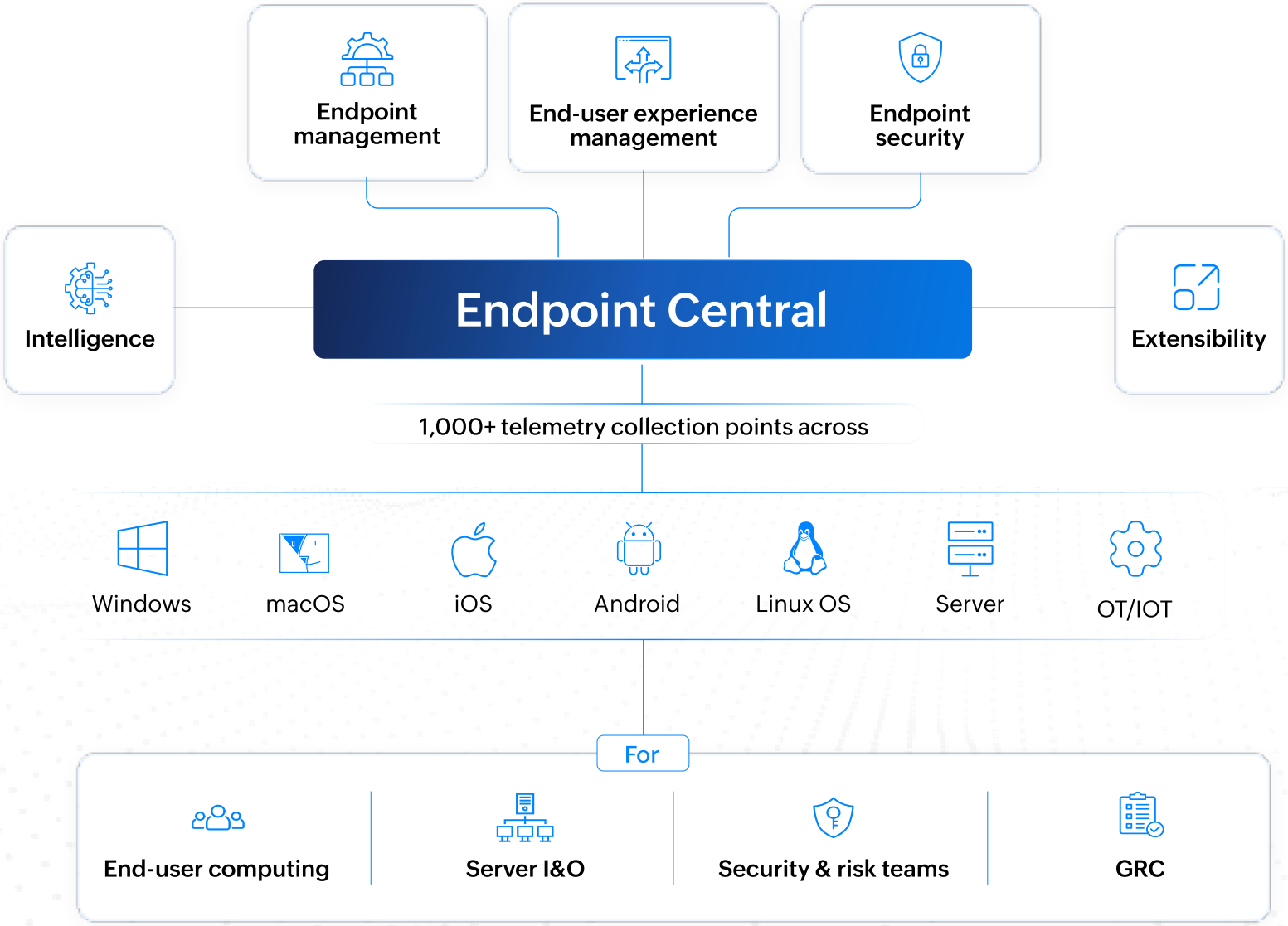
Enhancing patient care: IT innovations revolutionizing healthcare delivery

The organization is focusing on enhancing the employee experience regarding EHR accessibility by introducing laptops-on-cart which will effectively mitigate the limitations on device mobility. The IT team is exploring the utilization of MDM functionalities within Endpoint Central for managing these devices.

> ***"We're moving into a program where we have laptops on a cart that the nurses and physicians bring into the rooms, improving their access to EHR systems and optimizing their workflow," the IT systems engineer said.***

Moving forward, it is working to innovate and expand so it can better help the communities it serves. ManageEngine provides the oeganization's IT team with a strong and reliable system, ensuring its technology keeps up with it's big plans.

If you're a healthcare enterprise, learn what we can do for you.



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