



AUSTIN DIAGNOSTIC CLINIC IMPROVES PATIENT CARE BY BETTER MANAGING DEPARTMENT ASSETS



Clinic Diagnoses Systems Management Issues: Prescribed KBOX™ for Easy-to-Use, Affordable Management.

BACKGROUND

Established in 1952, the mission of Austin Diagnostic Clinic is to enhance patient care through interaction, cooperation, and by using leading-edge technology to offer state-of-the-art medical care. The clinic is made up of a network of more than 120 providers located in six offices throughout Austin and Central Texas that represents 24 unique medical specialties.

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— Ed Leonard, Systems and Network Administrator, Austin Diagnostic Clinic

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CHALLENGE

The Austin Diagnostic Clinic's IT support staff are charged with managing almost 1,500 computers and printers and more than 100 servers spread among offices located throughout the greater Austin area. The large number of sites made management of systems especially challenging for the IT team as critical tasks, such as asset management, help desk, and software distribution, required on-site visits. As a result, the IT staff had to spend a lot of time traveling to various offices to deal with “hands-on” problems. With the inherent delays involved in travel time, service provision and problem resolution were often slow.

On top of issues pertaining to offsite systems management, the team also suffered from a lack of clear visibility into the important hardware and software assets powering the clinic's computer systems. Inventory management thus became a difficult and time-consuming task with most of it being managed through hand-written lists or current spreadsheets that were difficult to keep.

“IT staff of ten made a tireless effort to try to keep pace with the task of manually updating and tracking each machine and the software running across the network. This method became too overwhelming to perform on a regular basis, plus we knew there were some inaccuracies,” said Ed Leonard, Systems and Network Administrator for Austin Diagnostic Clinic. CIO Ron Brannan adds they were on the lookout for a solution to this problem, but had not found one that was affordable to acquire and also operate.

Unicenter not the answer

Prior to the deployment of the KBOX Systems Management appliance, Austin Diagnostic Clinic's IT staff explored a variety of technologies, including Norton Ghost, Microsoft SMS, and CA Unicenter to solve its system management problems.

KACE TIME: AUSTIN DIAGNOSTIC CLINIC

DEPLOYMENT
One day

TRAINING
Less than one week

TOTAL SAVINGS

- IT department saves more than 2,000 hours annually
- Eliminated more than \$35,000 in maintenance costs the first year
- Eliminated traveling time to various offices to deal with “hands-on” problems

The clinic had been using several modules of Unicenter from CA for the past three years; however the system did not adequately address its needs in areas such as inventory control, software and patch deployment, image management, and also remote control. The technology was not easy-to-use or cost effective to address the clinic's needs so the benefits were difficult to realize. “Simply put, Unicenter was a cumbersome solution to say the least,” said Leonard. “In no way did it make our jobs easier. In fact, it often made our job more difficult through the constant need to put out fires. We knew it was time for another change; it was just a matter of finding the best possible solution to handle our needs.”

SOLUTION

KACE delivers on its promise of an easy-to-use management appliance offering quick ROI

With its expensive and complex Unicenter systems management solution not performing as hoped, the clinic began its search for a cost-effective, easy-to-use desktop management solution that was capable of handling asset management and remote software maintenance duties with ease.

KACE was invited in to demonstrate its KBOX appliance-based technology for Austin Diagnostic Clinic's IT team and they were impressed with what they saw.

"We were immediately blown away by the capabilities of KBOX," said Leonard. "Initially, it seemed that it may be too good to be true, but we quickly realized that KACE really delivered on what it said it could deliver, and this fact was only solidified by the immediate one-day ROI we experienced once we deployed the technology."

For Leonard and the IT team, there were numerous features of KBOX that stuck out when researching and testing the technology—from asset management capabilities to patch management and compliance. Out-of-the-box, KBOX was up and running in less than an hour and immediately began sending agents to client machines that reported useful software documentation, listing out all the hardware assets used by each of its 1,200 clients. The performance and response time were impressive compared to what the IT team was used to.

The asset management module in the KBOX stood out to Leonard and the Austin Diagnostic Clinic team mainly when compared to their old way of manually managing each and every computer endpoint in the organization. With KBOX, they were automatically able to receive reports from each computer, tracking all assets on each system. KBOX also made it possible for IT staff to keep better track of software compliance issues and easily manage patching and updating.

The KBOX is a substantial time and cost savings tool for the clinic; IT staff are now able to deal with many issues remotely that used to require a

trip to the desktop or a drive across town. It is estimated that Clinic IT staff saved 2,000 hours of valuable time in one year as a result of the deployment of KBOX.

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Recently, the Austin Diagnostic Clinic's IT team started rolling out the KBOX Systems Deployment Appliance to better manage its imaging capabilities. Currently, they are able to image one machine per hour, which would have taken 10 to 15 times longer with Norton Ghost. Leonard estimates an even greater number of machines to be imaged per hour with KACE Systems Deployment technology in the near future.

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SAVE TIME AND MONEY WITH THE KBOX SYSTEMS MANAGEMENT AND SYSTEMS DEPLOYMENT APPLIANCES

Faster and more reliable systems management

- KBOX Systems Management appliance saved over 2,000 hours in performing maintenance tasks in the first year alone
- KBOX is able to track assets across various remote sites eliminating travel costs and IT staff time

Cost Savings

- Eliminated more than \$35,000 in maintenance costs the first year

Time Savings

- IT staff saves almost 2,000 hours annually
- Eliminates the time needed for IT staff to travel to various remote sites to manually update each individual end-point



1616 North Shoreline Boulevard
Mountain View, CA 94043
877-MGMT-DONE Main
650-316-1050 International
650-649-1806 Fax

www.kace.com
info@kace.com

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