

CASE STUDY



The Customer

Cabrini Health is a not-for-profit Catholic healthcare service with 3,800 employees and over 700 beds comprising of two acute care hospitals, a palliative care service, rehabilitation hospital, residential care facility, and pharmacy department. Each department has varying staff, IT, and compliance requirements, making proper network management a complex task.

The Situation

Mark Wiltshire, Information Services Operations Manager, is responsible for the daily operation of the server, network, application, and Helpdesk infrastructures. Out of the 25 IT staff who manage the centralized environment throughout the Operations, Development, and Project Management sections, Mr. Wiltshire oversees ten staff members in the Operations section. His team manages 130 servers that cover production, configuration, and testing, most of which are Microsoft Server 2008, Exchange 2007, and Windows XP for application and software-based needs. Cabrini Health also uses Citrix to support remote employees and published applications and have finalized the transition to XenApp 5.

Mission Critical Printing Requirements

Cabrini Health faced crippling printing problems in three areas:

- **Oncology Management Application:** an ordering system for chemotherapy treatment. Each treatment or drug chart required a hard copy with a signature that could come from any one of 40 remote doctors that are dependent on the system. Ability to print is imperative and must work at all times on any printer from any doctor at any time. The impact of ineffective printing could affect Cabrini's reputation as well as heighten the compliance risk associated with the treatment of cancer patients.
- **Chemtronics:** a subsidiary of Cabrini Health that services medical equipment throughout Australia. Employees work remotely and can use any printer of their choice. As a result, print spoolers crashed on a regular basis and users would log into other Terminal Servers, causing further server congestion. Load balancing proved ineffectual and operational efficiency began to suffer. Helpdesk was bombarded with weekly server crashes and support calls.
- **Server Migrations:** consisted of migrating server platforms while supporting all remote users that required printing.



Tech Specs

- Six sites with over 700 beds
- 3,800 employees
- 25 IT staff
- 130 servers, including:
 - Citrix XenApp
 - Microsoft 2003 & XP
 - SQL
 - Exchange

The Problem

- Spooler crashes
- Server crashes
- Incompatible remote printers
- Server congestion
- Major vendor print solution that was unable to rise to the challenge

"triCerat's software has worked flawless since June 2010. If it didn't, the impact to the organization would have been immediately communicated."

— Mark Wiltshire, Information Services Operations Manager

keep it simple

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The Solution

Mr. Wiltshire was already familiar with triCerata's solutions from his previous role within the NHS UK and decided to work with triCerata again to solve his printing problems using Simplify Printing. "triCerata's Simplify Printing gave us the ability to support any remote printer without any administration overhead and guarantee platform stability." Dimension Data facilitated the sale, making the buying process easy and efficient.

Simplify Printing was installed and implemented with minimal phone support from triCerata and system administrators found Simplify Printing simple to use. End user participation consisted of a single click to download an auto install of Citrix and triCerata's software.

Immediate Benefits

The business impact were felt immediately.

- Cabrini Health experienced improved operational efficiency, which previously had consumed valuable resources on a weekly basis.
- Chemtronics's spooler and server crashes were eradicated overnight, which freed the Helpdesk and end users to tend to other more important tasks.
- Oncology Management Application: Simplify Printing enabled Cabrini to provide the critical task of printing drug charts on-demand from any printer and freed Mr. Wiltshire's team from print driver installation and management.
- The transition to the latest Windows and Citrix server platforms went off without a hitch with triCerata reducing the risk of printing-related problems.
- Last but not least, remote doctors and technicians were supported with a flexible print solution.

Easy Fix to a Big Problem Yields Big Results...Why Wait?

When Mr. Wiltshire first started working at Cabrini Health, he was told printing issues experienced by Chemtronics were generally accepted by the end users and were resolved by a call to the Helpdesk to restart a print spooler. However, with Mr. Wiltshire's previous positive experience with triCerata, he knew there was a way to solve Cabrini's printing problems without breaking their bank. Within a week of testing the software, the printing problem had been fixed using Simplify Printing and both IT technicians and doctors were able to do their jobs without printing-related hassles bogging down their day.

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