



Microsoft Customer Solution Customer Solution Case Study



Customer: Cardiovascular Consultants of Maine

Web Site: <http://www.heartmaine.com>

Customer Size: 1-99

Country or Region: United States

Industry: Healthcare

Partner: Atlantec Technology Services

Customer Profile

Cardiovascular Consultants of Maine provides state-of-the-art heart care to patients throughout the region. Based in Scarborough and with facilities in Augusta, Waterville, Norway, Belfast, Sanford and Farmington, its goal is to be known as the preeminent full-service cardiology group serving Northern New England.

Software and Services

- Products
 - Windows Server 2003 Enterprise Edition
 - Windows XP Professional
- Technologies
 - Microsoft Active Directory
 - Microsoft Terminal Services

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Cardiovascular Healthcare Provider Gets Network into Shape with Windows Server

“We have seven locations; being able to consolidate the entire practice’s IT functions to a single location using Windows Server would be extremely beneficial in terms of both access and efficiency.”

April Donovan, Chief Administrative Officer, Cardiovascular Consultants of Maine

Cardiovascular Consultants of Maine (CCM) is a growing medical practice offering treatment of heart-related illness. They are a group of doctors practicing at Maine Medical Center as an extension of their private practices. CCM needed a way to centralize its data and applications for efficiency. By calling on Atlantec to implement a new system based on Microsoft Windows Server 2003, CCM cut application-deployment times and gained six-figure savings.

Business Needs

As a growing medical practice, Cardiovascular Consultants of Maine (CCM) needed to find a technology solution that would give it room for continued expansion, as well as flexibility to add new applications and users down the road. Microsoft Windows Server 2003 provided a flexible, affordable and manageable system to help accomplish these goals.

CCM, a group of doctors practicing at Maine Medical Center as an extension of their private practices, needed to expand its use of technology to leverage new systems being

installed within the practice and empower employees to collaborate on projects more efficiently. CCM had no way to access commonly used files easily, and data backups were not easily retrievable from all computers.

Previously, CCM operated on a large peer-to-peer network, with all computers sharing some common locations and a single AIX server hosting the medical practice management software. This architecture did not allow for integration of new applications or easy management of individual PCs.



As departments within the practice expanded and the needs for services evolved, CCM found itself limited in the ability to provide new services to patients, share information among different computers or set up new users. The practice considered moving to a dedicated patient-management application, but the old platform simply could not support it.

Knowing that CCM needed a high-compatibility solution with low administration costs and the ability to easily introduce new software packages into the practice, Atlantec recommended a terminal server solution based on Microsoft Windows Server 2003. This solution would allow for easy expansion of new workstations in the offices and quick deployment of applications for all users, enabling CCM to serve its patients more effectively.

Solution

Atlantec helped CCM to implement a terminal services solution based on Microsoft Server 2003. Upon installation of the server, CCM immediately was able to begin connecting client machines to the network, allowing users to run their sessions with Microsoft Office, The Practice, and other software and Web applications Atlantec installed on the terminal server. The rapid deployment and easy navigation were the most appealing parts of the solution for CCM staff.

“We have seven locations; being able to consolidate the entire practice’s IT functions to a single location using Windows Server would be extremely beneficial in terms of both access and efficiency,” said April Donovan, CCM’s chief administrative officer.

The terminal server solution proved to be robust, with system availability averaging 99.9 percent. Atlantec implemented a twin server

to host the applications, which meant that if one server went offline for any reason, the other would be able to remain online and continue working. This system used Microsoft RDP Client to connect to the terminal server, which is already built into Windows, thus providing cost savings over a Citrix- or IDA-based client architecture. The new system also provided a familiar experience for CCM staff accustomed to working in Windows.

Immediately following the installation of Windows Server 2003, CCM realized improvements in the integration of network services and session administration for all computer users at the practice. The consistency of the network allowed CCM to start standardizing software and procedures so the desktops for each user would have a familiar look and feel.

Benefits

The three areas where CCM realized the most value from the terminal services solution are cost, administration and application deployment. Having a terminal server environment meant implementing thin client machines that are significantly less expensive per station than a decentralized PC environment. Administration costs were also reduced, since users could be added, configured or relocated quickly and easily. Finally, software applications being integrated into the system also were deployed in a single installation, which then enabled access by all users connected to the terminal server.

Since implementing the terminal server environment at CCM, employees have been able to focus on providing outstanding cardiovascular healthcare services without needing to worry about accessing critical data from different computers at the

practice. Users have enjoyed being able to move from station to station to cover for other employees without changing any settings when using terminal server sessions, which helps cut down drastically on the amount of time required for a user to start working.

- Cardiovascular Consultants of Maine benefitted from a \$150,000 savings in hardware expenses in the first year of the project, with annual savings estimates of \$50,000 moving forward.
- Central management of applications in the terminal server environment has resulted in a 75 percent reduction of deployment time required to roll out new programs.
- Setup of a thin client takes approximately 15 minutes instead of the three hours required to set up and load software on a PC.
- When new software is needed, it is updated only once on the server, rather than loading on each of the 120 computers across all seven CCM locations.