



SUCCESS STORY:

Hamilton Health Sciences

Prescribing Best Practices to Improve Network Efficiency and Quality

The Client

Hamilton Health Sciences (HHS) is a family of five unique hospitals and a cancer center, serving more than 2.2 million residents of Hamilton, Central South Ontario, and Central West Ontario. The health system's facilities offer a range of acute and specialized services, catering to healthcare needs at every stage of the human life cycle. Each hospital in the system offers expertise in a specific field, making Hamilton Health Sciences one of the most comprehensive healthcare systems in Canada.

The Challenge

HHS wanted to ensure delivery of the highest level of end user satisfaction and efficiency to its hospitals' IT users. The CompuCom Systems and HHS IT teams rolled up our sleeves, working side by side to create an analysis of the health system's network and devise a plan for completing a complex upgrade that would greatly expand its bandwidth and scalability to accommodate technological advancements, as well as the needs of the institution. The deployment had to take place on weekends, during the institution's relative downtime.

Measurable Results

CompuCom helped HHS incorporate best practices gained from our engagements with numerous healthcare clients to accomplish the following:

- *Seamlessly allocate bandwidth to new and emerging clinical technologies, while ensuring that current voice and data network functioned without disruption*
- *Implement an enterprise-wide security policy for internal and external clients and users of the HHS network*
- *Successfully upgrade the health system's core infrastructure in a strictly confined, scheduled downtime window of four weekends*



Prescribing Best Practices to Improve Network Efficiency and Quality

The Solution

CompuCom collaborated with HHS' internal IT team to upgrade the core network infrastructure to ensure that it could provide the necessary scalability and bandwidth for high-demand clinical applications, such as PACS (picture archiving and communications systems). Our collaboration also enabled HHS to dramatically improve the efficiency and quality of its voice network by acquiring and successfully implementing the Mitel 3300 digital infrastructure. In addition, CompuCom leveraged our exclusive ClientLink® methodology to integrate service definition workshops that defined project requirements and mapped process flows with testing that proved the systems' efficacy in the client's environment. Our approach also included virtual team management, a pilot program that validated all processes, and a Web site that facilitated our collaboration with Hamilton Health Sciences and our service partners.

The Results

Together, CompuCom and Hamilton Health Sciences are achieving the highest levels of customer satisfaction and reliability with a network that can quickly adapt to the rapid pace of technological change. We succeeded in designing a utility program that enables the network to be improved and updated continuously. We leveraged CompuCom's market knowledge and breadth of service capabilities with HHS' business insight to proactively deliver leading-edge technologies and services, while seamlessly integrating them into the network utility program. Over the course of four weekends, the project team successfully:

- Met the deadline for this complex deployment, incurring no downtime outside the allocated maintenance window
- Provided HHS with a network that has since been available more than 99.95% of the time
- Continued to exceed published service level agreements, while maintaining a steady increase in both the number of active and installed ports and the total packet delivery across the network

"CompuCom has delivered admirably on its commitment to keeping our network ahead of our users' demand curve—and it's up and running 99.95% of the time."

Mark Farrow
Director, ICT
Hamilton Health Sciences

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CompuCom Systems, Inc.
7171 Forest Lane
Dallas, TX 75230
+1 800.225.1475
+1 972.856.3600
CompuCom.com