



## *Integrated Infrastructure Management Services*

- Service Desk
- ITSM
- Governance
- End User Computing
- Network Management
- Server Management
- Storage and Backup Utility
- Asset Management
- E-mail Utility
- Identity Management
- Enterprise Systems and Service Management
- Data Center Relocation and Data Center Hosting

### SUCCESS STORY:

## Strategic Partnership Helps UHN and SIMS Deliver Innovation in Healthcare

### The Client

Providing care to the community for more than 200 years, University Health Network (UHN) is a major landmark in Canada's healthcare system and a teaching hospital of the University of Toronto. UHN builds on the strengths and reputation of three hospitals to bring together the talent and resources for achieving global impact and providing exemplary patient care, research and education.

UHN is one of Canada's largest teaching hospitals with an international reputation for innovation and exemplary patient care. As a provider of clinical IT services to the Ministry of Health in Ontario, UHN is regarded as Canada's leader in healthcare IT.

### The Challenge

UHN has been in outsourcing relationships since 1998 and is mature with this business model. The organization wanted to expand outsourcing to enable internal IT resources to focus on higher demand and strategic areas. Additionally, UHN wanted to find a service provider that was collaborative, flexible and innovative. After months of evaluation, site visits, presentations, and team interviews, UHN selected CompuCom for our IIM™ solution. The multi-year contract began on December 21, 2010 with the transition of services and officially started on August 19, 2011. UHN was looking for a strategic partner that would essentially provide:

1. High quality customer services for day-to-day IT Service Management
2. Strategic value by leveraging the provider's relationships with other IT innovators
3. A sustainable model for UHN and the SIMS partners that accommodates future growth and constriction potential, and allows all partners to share in this potential

*"CompuCom was chosen for its track record in excellent customer satisfaction and responsiveness, which they have demonstrated consistently for us. UHN is a large, complex, academic hospital that is dependent on information and communication systems to support care, teaching and research. This partnership is paramount to our business continuity and ability to innovate at every level."*

**Lydia Lee,**  
VP and CIO, UHN and Integrated CIO,  
SIMS Partnership



## SUCCESS STORY: Strategic Partnership Helps UHN and SIMS Deliver Innovation in Healthcare

### The Solution

The UHN leadership team found the CompuCom IIM solution to be the right approach for integrated IT services including:

- Service Desk
- Access Devices
- Network Management
- Server Management (UNIX, Wintel, Citrix)
- Storage Management
- Email and Messaging Utility
- Cross Functional Services: Identity Management
- Cross Functional Services: Asset Management
- Enterprise Service and System Monitoring

UHN developed a Request for Proposal that clearly and accurately defined the delivery of specific services. The RFP recognized the importance of strategic managerial and operational governance, applicable in the day-to-day operations and management of the SLAs, and critical for forging strategic direction.

Beyond CompuCom's thorough response and comprehensive IT service portfolio, UHN recognized that CompuCom associates know the healthcare vertical and they spoke with healthcare clients testifying to our strengths, commitment to client service, and delivery excellence. The CompuCom team demonstrated an understanding of the UHN requirements and aligned with UHN's culture and stated mission objectives—throughout the evaluation process and into steady state operations with a high touch model of service management. We also demonstrated the value of our IIM framework with integrated services, processes and tools. Finally, our focus on transformation and continuous improvement differentiated CompuCom from the competition.

Under this significant agreement, CompuCom supports approximately:

- 15,000 users
- 11,464 service desk calls per month
- 11,000 end-user devices
- 400+ servers
- 2,500 network devices
- 100TB+ SAN

### The Results

CompuCom understands the critical nature of the healthcare delivery model and the role that IT plays in this delivery of clinical care. During the transitions of services, we took the SWAT team approach, where every problem encountered was immediately tackled and an "all hands on deck" attitude was prevalent with every task.

### Measurable Results

- As part of our transition efforts we migrated 273 physical servers and 134 virtual servers while achieving SLAs
- Built a virtual computing environment to support the physical and virtual migration of 48 servers
- Migrated and backed up more than 100TB of raw SAN data
- Configured, deployed and optimized a net new Network infrastructure, providing 10GB capability and failover redundancy across a multi-tiered framework

*"We selected CompuCom as our IT Managed Services partner because we felt that their track record in healthcare IT combined with our understanding of clinical needs, business operations and focus on the patient experience, would enable SIMS to focus on strategic transformational activities. We are excited about CompuCom and the capabilities they bring to the SIMS partnership."*

**Jim Forbes,**  
CTO, UHN

# CompuCom®

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

Learn more about CompuCom and our comprehensive services.

Visit us online at [CompuCom.com](http://CompuCom.com) or call us at +1 800.225.1475 today.