case study

Ensono Helps World Leader in Medical Care Excel at Its Mission

Each year, millions of people from around the globe journey to America's heartland in search of a medical miracle. Parents with children, families with loved ones make their quest to this world-renowned hospital and research facility, which focuses all of its resources on its noble mission: healing the broken, finding the cure, saving lives.

Our client is a global hospital and medical research facility whose mission-critical IT applications—patient registration, admission, scheduling, billing and payroll—are run on its Mainframe. When a staffing shortage for this essential business platform jeopardized the seamless delivery of key patient services, the hospital turned to an outside expert to manage this crucial component of its infrastructure.

The assessment of the situation resulted in a timely solution that answered the staffing shortage, improved Mainframe performance, reduced costs and ensured the uninterrupted delivery of patient care.

MAINFRAME MANAGEMENT GAP

In the final months of 2015, hospital executives were faced with the impending sudden retirement of a number of the Mainframe team. The organization had little confidence it would be able to create a successful recruitment program in time to support this crucial business platform. "The Mainframe is this client's most mission-critical system," notes Brian Klingbeil, Ensono's COO.

Highlights

CLIENT

An internationally acclaimed hospital and medical research facility.

CHALLENGE

Deliver patient services without interruption in the face of a Mainframe staffing shortage.

ENSONO SOLUTION

A Remote Infrastructure Management solution that supported the environment from an Ensono facility.

RESULTS

Our client:

- was able to deliver critical care and uninterrupted patient services.

- optimized the Mainframe environment, adding essential applications.

- expanded capacity.

- saved $300,000 annually in software costs.

- increased levels of security.

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CHOOSING A TRUSTED PARTNER

The hospital made the strategic decision to transition Mainframe operations to an outside expert, selecting Ensono because of its strong team of Mainframe experts, competitive pricing and ability to address challenges beyond the engagement's initial scope.

Due to the short timeframe for moving operations, the medical center opted for a remote management solution. The client-Ensono team fully transitioned operations in just 60 days. With Ensono managing the Mainframe environment, the hospital has been able to allocate IT staff to a number of other key initiatives.

Ensono has enabled the hospital to:

* Continue delivering uninterrupted patient services including registration and admission, scheduling and billing.

* Optimize the Mainframe environment, enabling it to add applications, including payroll for one-third of the hospital's 64,000 employees that had been on a different HR system.

* Save $300,000 annually in software costs.

* Expand capacity, making room for a 15 percent increase in transactions with no hike in costs.

* Increase its levels of security.

AN ESSENTIAL MEMBER OF THE IT TEAM

As the healthcare industry undergoes sweeping changes, Ensono and the medical center continue to identify new opportunities to optimize Mainframe operations. The hospital's IT team draws on Ensono's expertise to improve staff and systems performance beyond Mainframes, including security oversight. "Ensono makes us feel like we're their only client," says the hospital's director of IT.

The organization is planning its next major step—migrating its Mainframe operations to Ensono's data centers. Moreover, Ensono is serving as an advisor as the hospital considers shifting its critical business applications from Mainframes to other platforms.

As we look to the future and our evolving role, we continue to help our client address today's needs and anticipate tomorrow's challenges.

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Ensono delivers complete hybrid IT services and governance from Cloud to Mainframe. Let us help you operate for today and optimize for tomorrow.
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