



SUCCESS STORY:

Kings County Hospital Center

Bringing Relief to an Ailing IT Infrastructure

The Client

Kings County Hospital Center (KCHC) is central Brooklyn's leading healthcare center and the anchor facility for the Central Brooklyn Family Health Network, one of the largest municipal healthcare networks in the United States. In addition, KCHC handles more than one million patient visits per year, is one of the busiest trauma centers in the country, and operates an off-site Women's Infant and Children Program and Food and Nutrition Program.

The Challenge

With growing dependence on clinical applications and systems, KCHC's healthcare professionals increasingly needed more responsive, efficient support from the hospital's IT department. A new chief information officer appeared on the scene to encounter critically low end user satisfaction and confidence levels. It was clear that a retooled IT department could help technology become a primary driver in elevating the quality of healthcare services provided by KCHC, and the new CIO laid the groundwork. He wanted analytical tools that would help gather data to make strategic recommendations and decisions about the hospital network's IT infrastructure.

Measurable Results

CompuCom Systems helped Kings County Hospital Center of Brooklyn, NY, improve hospital efficiency and patient care by:

- *Reducing travel-to-desktop time within the 42-acre campus (and satellite offices) by up to 30 minutes through the implementation of integrated and centralized remote control capability*
- *Rapidly correcting a problematic version of clinical software via a centralized software delivery technology*
- *Empowering end users with Web-based, self-help incident resolution tools*

More than 60% of KCHC's end users immediately embraced the new Web-based interface. Of these early adopters, more than 85% were satisfied with it. This contributed to 72% of the users describing the IT department's efforts overall to be "improving."



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The Solution

KCHC's CIO had a vision. He sought service-level measurement capabilities and analytical tools that would increase the intelligence of his budgetary and deployment decisions. He also wanted to build and implement a comprehensive management framework that would enforce process, procedures, and workflow; proactively monitor networks, systems, and applications; and empower end users to help themselves. He chose CA's Unicenter Enterprise Management product suite and tapped CompuCom Systems for the design and implementation, citing our expertise and experience with the product suite. CompuCom provided the customization of interfaces, determination of workflow, and enhancement of functionality during the implementation.

The Results

Kings County Hospital Center now makes informed strategic decisions with the help of tools that clearly detail the impacts of the options. The hospital center is also providing measurably better service to end users without increasing costs. And the new product suite has helped reduce downtime—a lifesaver for a busy medical center focused on delivering top-quality patient care. Within just a few months, CompuCom had enabled KCHC to:

- Manage a proceduralized, methodology-driven deployment of 650 workstations, producing a history of each asset from receipt of shipment to desktop deployment
- Give end users the ability to enter hundreds of tickets themselves via the self-service Web interface—self-service tickets now account for over 25% of all issues
- Reduce problem resolution times by up to 30 minutes per ticket where remote control is applied

“There was no way we could deploy a complex management infrastructure without help. We needed a partner that had dealt with the real-world pressures of using the products, and that partner was CompuCom. The fact that they ran their own business on the core software I had purchased was important to me.”

Al Porco

Chief Information Officer
Kings County Hospital Center

Learn more about CompuCom and our comprehensive services.
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