

ConsoleWorks



MANAGING THE CONNECTION

CONSOLEWORKS IS THE RIGHT MEDICINE FOR CLINICS AND HEALTHCARE PROVIDERS

Clinics and healthcare providers have come under increasing pressure on many fronts. HIPPA and other government regulations, insurance companies, costs, quality of patient care and the continued quest for staffing excellence all contribute to a unique management challenge.

The foundation and support for all of these areas are the computers and networks on which the entire enterprise runs and depends. Medical facilities simply stop operating if their computing infrastructure has downtime. *Anything* that can help minimize or prevent outages or can get things going more quickly when an outage occurs is a blessing.

This is where ConsoleWorks shines. A web-based tool, ConsoleWorks enables those that support the computing infrastructure easy and rapid access to the very devices that make up that infrastructure. It tells them at a glance what is wrong. It connects them to the systems and devices so that they can begin repairs immediately; from anywhere, at any time. They do not have to be on-site; they only need network access to the ConsoleWorks server to avail themselves of all its power.

An Example is Worth a Thousand Words

We could continue to extoll all the virtues of ConsoleWorks and how it can improve your support staff's reponse to problems and outages. However, we feel an example will serve to illustrate just how valuable ConsoleWorks is in a healthcare environment.

There is a large clinic, serving the Eastern Massachusetts area, that provides its patients with top-quality primary care services emphasizing quality in their community-based practices. Their medical facilities are world-renowned for their focus on complex medical specialties.

With over 450 physicians and 4000 nurses, therapists and other support staff, this clinic provides care in virtually every specialty and sub-specialty, from primary care to cancer diagnosis, from treatment to even kidney and liver transplants. In fact, their cardiac surgery program is one of the largest in New England, regularly

THE CONSOLEWORKS ADVANTAGE

- **Remote Access**
Users can access consoles from web in plaintext, SSL or SSH or via a character cell terminal
- **Logging and Auditing**
All console and user activity is time-stamped and logged and available for query
- **Multi-User Access**
ConsoleWorks supports multiple, simultaneous users even connected to same console
- **Proactive vs. Reactive**
ConsoleWorks takes action when event occurs
- **Security**
ConsoleWorks protects access to consoles and can even hide consoles from unauthorized users.
- **Intellectual Property**
ConsoleWorks serves as a repository for computing infrastructure information

*TECSys Development
helps clinics and
healthcare providers
decrease downtime and
increase ROI*

ranked in national surveys as among the best in the nation.

In some ways, this clinic is unique: it is not a hospital or associated with a hospital. Also, the majority of its patients are outpatients.

It is against this backdrop that the clinic found itself up against a computational wall. Their needs had outrun their previous system's capacity. Their computer room was out of space and expansion was not an alternative. Their support staff often times could not provide the level of support needed because the computer room's quarters were too cramped and there was only limited access.

The clinic had to do something. In response, they put together a 3-part "get well" plan. First, they replaced their older equipment with current generation servers and storage. This gave them an immediate increase in computation power plus vendor support for all the latest peripherals. Second, they converted their software to IDX, improving their functionality and performance. And third, they integrated the ConsoleWorks system management product into their operations. It was this last step that opened the door to better support opportunities for them.

ConsoleWorks made remote support easy. Suddenly, it didn't make any difference whether the clinic's support staff was local or off-site. The support staff now had anywhere, anytime connectivity to their systems. Reboot during the weekend? No problem: that could easily be done from home. OS upgrade? They successfully did that from their living room.

ConsoleWorks also helped with training. With it, those more experienced in one area could demonstrate use and repairs while less experienced support staff members could simultaneously watch and learn.

Perhaps the best benefit of all was that they were able to move from a reactive mode to a proactive mode. ConsoleWorks, via automatic



actions, notified them of events as they happened. This allowed them to respond to changes as they occurred rather than relying on their users to call and complain.

Another plus was that ConsoleWorks logged everything. This meant that they could review an incident to find out what precipitated it and then take actions to prevent it from happening again. This helped with system support; it also helped with HIPPA compliance. They could



now review activities logged by the application software to make sure said activities were in line with the new HIPPA regulations.

The clinic has completed this transition. They were thrilled with both the spirited response of their new computer system and even more thrilled with the support enabling and facilitating features of ConsoleWorks. ConsoleWorks was definitely a winner: Operations liked it, it was easy to install, learn and use. *There is no point having management software if it isn't used.* They particularly liked the QuickStart program. This program installed and custom configured the product for their environment plus provided staff training all in 3 days.

When all was said and done, they would do it again plus recommend ConsoleWorks to others.

You can have this type of success and enthusiastic response in your world as well. Such success is but a phone call away.

THE CONSOLEWORKS IMPACT

- **Access to consoles from anywhere at anytime**
- **Easy to install, learn and use**
- **Money saved because of faster problem resolution**
- **Product liked and more importantly used by support staff**

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