Enabling Healthcare Providers to Do More

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How Healthcare Providers Do More and Better, Everywhere

The healthcare industry is experiencing rapid change in every area — Including IT. Technology has vanquished the status quo. From the need to do more with less, to accessing the vast amount of patient data, to increasing speed without losing accuracy, to addressing new players in every direction, and bringing better care to the world, disruption from technology is everywhere. Or as we prefer to look at it, the opportunity to do more and better is everywhere.

As healthcare providers work to achieve the status of Autonomous Digital Enterprise, BMC enables the pervasive connectivity, data proliferation, and technology-led innovation as the healthcare industry experiences seismic changes to people, technologies, data, devices, and an ever-expanding network that is transforming all work and life. Healthcare providers must minimize manual effort to capitalize on human creativity, skills, and intellect across the enterprise.

From the beginning BMC has been recognized by top analysts and research firms around the world for innovation and industry ingenuity. BMC brings that same level of innovation and dedication to healthcare. In fact, because that fit is so natural it is already well underway with top healthcare organizations around the world. You'll find that the following real-world examples, as exciting as they are, will ultimately be just the beginning of what we'll accomplish together.

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2,400 Assets Managed

NHS West Midlands Ambulance Service

Agile and Secure Asset Management for Rapid Response

Business Challenge

A merger of several trusts formed NHS West Midlands Ambulance Service (WMAS) in 2006 and the service inherited a number of standalone control rooms, operating independently with varying levels of technology. After reconfiguring its emergency operations centers (EOCs), WMAS now operates one of the country's most sophisticated dispatch systems from two EOCs merged as a single virtual EOC. To support growth and allow WMAS to remain agile enough to manage capacity needs as they arise, the organization has adopted a cloud-smart strategy, with a careful balance of on-premises and cloud-based servers equipped to handle its robust call system.

Solution

As the COVID-19 pandemic took workers offsite and then slowly/carefully returned them to the office, the solution has allowed WMAS the flexibility to accommodate both onsite and home-based workers, with critical security patching extended easily to remote locations when needed, accomplished in just one weekend.

WMAS implemented BMC Helix Client Management with the goal of consolidating its mix of homegrown, manual, and vendor tools to more effectively manage and track its assets. BMC Helix Client Management deploys the proper software specific to the device and the user, ensures organizational and industry policy compliance, and keeps patches up to date until the device is retired.

Easily Manage Endpoints with BMC Client Management

Impact

With BMC Helix Client Management, WMAS has seen drastic time savings and efficiencies while helping to maintain the Trust's secure, stable, and readily available emergency services:

- The solution has easily scaled with uninterrupted service as WMAS assets have grown from 1,200 to over 2,400, dispersed across both onsite and offsite locations.
- Automation ensures timely, efficient, and reliable performance of the critical functions needed for effective endpoint management: patching, inventory, compliance, and deployment.
- To help manage patient calls during the COVID crisis, BMC Helix Client Management automates a critical call flow, maintaining important communication pathways and reducing clinical risk.
- WMAS benefits from the solution's comprehensive management and patching capabilities, freeing the IT team for other important work.

Data Refresh Reduced from
2 Days to 2 Hours

HBF Health Limited

Increase Speed, Cut Costs, and Minimize Downtime - Simple Right?

Challenge

HBF sought to increase the speed and performance of its environment while reducing downtime and impact to critical business processes during both peak and non-peak times. HBF's previous solution was extremely expensive and was not being fully used by the IT staff and developers since it was very labor intensive. HBF needed a way to replace that solution with an easy-to-use, efficient, and highly effective alternative.

The main driver for HBF's replacement decision was to improve the test environment data refresh and table maintenance, specifically the table reorganizations.

Solution

Replacing an expensive system that was underutilized can be daunting - no one wants to get burned twice. After taking inventory of HBF's challenges and priorities, BMC worked closely with the team over the course of just a couple months to successfully implement the Next Generation Technology (NGT) suite of solutions, (NGT is now named BMC AMI Utilities for Db2) from start to full production. With regular weekly meetings the BMC account team took HBF through the entire process to ensure everything was up and running smoothly after the switch was flipped.

Simplify the Mainframe: Next Generation DB2 Automation
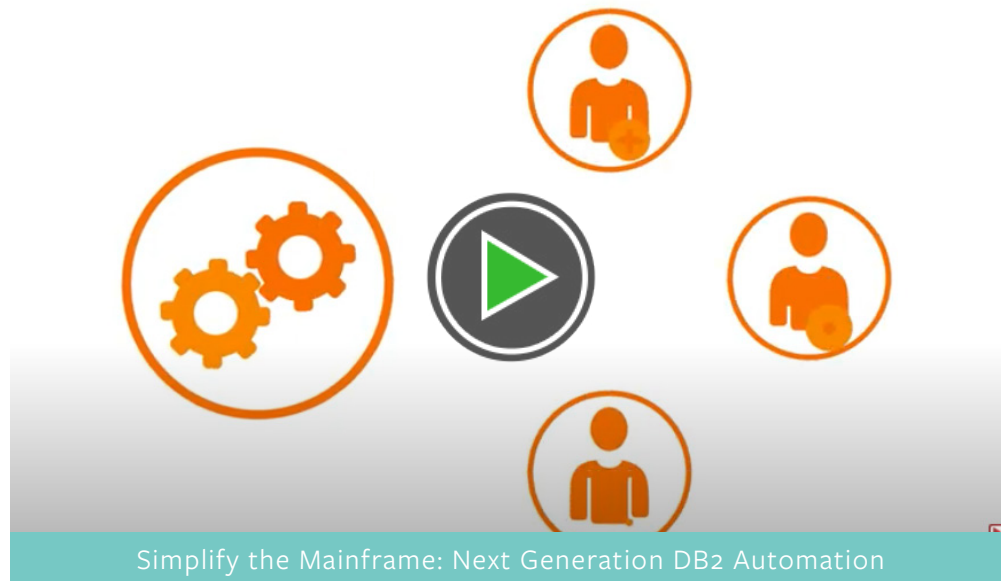
Impact

HBF's data refresh has been a huge success since it can now be completed overnight with minimal manual involvement. Table reorgs are now running for non-prod environments, and the staff is able to archive old, archaic maintenance scripts. Additionally, HBF can now reorg very large tablespaces in reduced time.

More importantly, these large table reorgs do not fail with sort space. Other key benefits to HBF include:

- Test data refresh has been cut from two days down to just two hours and is completed outside of business hours, which means no business disruption. Automation has been key to increasing the refresh speed.
- Simplified database reorgs and elimination of reorg failures – HBF is able to significantly reduce length of planned/unplanned outages.
- Refreshes are now automated Sunday night and completed by Monday morning when the HBF team arrives. Previously, refreshes would need to be started manually on Monday morning and they would slow down while business-as-usual work was done.

99.9% Faster Enterprise Patching

Dudley Group NHS Foundation Trust

Reducing Risk for Non-Essential Workers, Their Devices, And The Network

Challenge

The Dudley Group NHS Foundation Trust provides hospital and adult community services to a population of about 450,000, with an IT organization of 74 employees managing over 7,500 devices. As the implications of COVID-19 became clear, the Trust made the decision to move the majority of its non-essential workers to home offices, requiring the IT organization to quickly strategize a better solution for managing its employees' devices off the network. Prior to this emergency, the asset management tool in use by the Trust was very slow to deploy, gave IT no ability to deploy offsite and no visibility to devices being used offsite, and created the potential for troubling security and compliance issues as a result.

Solution

The Dudley Group NHS Foundation Trust implemented BMC Helix Client Management to deliver automated endpoint management and exceptional service to end users while keeping costs down, maintaining compliance, and mitigating risk. Through that implementation, the IT organization now has insight into the devices deployed to "work-from-home" employees. They are able to reduce risk exposure to those assets and the network by securely patching third-party software. Because of the automated deployment, vulnerability management, patching, and policy compliance provided by BMC Helix Client Management, Dudley Group NHS is able to meet the CareCERT SLA standards set by NHS Digital.
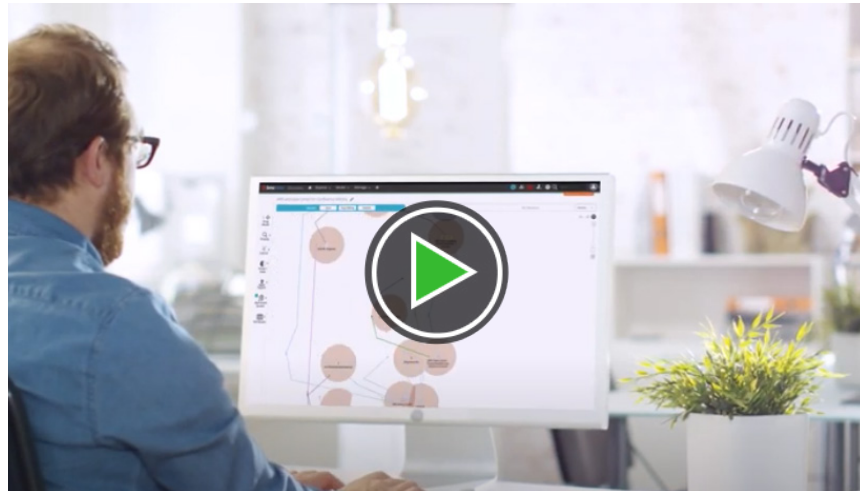
BMC Helix – The Future of Service and Operations Management

Impact

With BMC Helix Client Management, Dudley Group NHS has seen immediate improvements to productivity and user satisfaction:

- The solution took just 24 hours to implement and 30 days to deploy across the enterprise.
- The Trust's IT group was able to build over 650 laptops for remote workers in just 5 days with only 2 engineers as they fully automated the process.
- IT patched its enterprise PDF application on 2,643 devices in just 10 minutes—previously, this would have taken about 200 hours.
- With faster software deployments, problems are also resolved more quickly, saving the Trust the equivalent of several days per month.
- The IT organization reports drastically reduced support calls due to the solution's communication features, and much faster resolution of incidents, including first call resolution rates and mean time to repair (MTTR).

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20% Reduction in Call Volume

"BMC Digital Workplace extends the power of digitization and automation to our service desk," says Viradeth Manixab, IT systems management, Helsana. "That means higher-quality service for our employees and agents, and enhanced productivity for the service desk."

Helsana

Get to Yes Faster with Automated Approvals

Challenge

With over 3,100 employees, 22 agencies, and 19 outlets, Helsana is Switzerland's largest health and accident insurer. The company's digital strategy integrates innovative services that enable its more than 1.9 million customers to submit claims and doctors' invoices using their mobile devices. However, their employees and agents were still submitting IT service requests by email or telephone. Additionally, their service desk agents were capturing, assigning, and processing requests using cumbersome forms and manual approval processes. Helsana needed an automated and seamless approach to simplify service request submissions and free up time for service desk agents, so they could better focus on more important tasks.

Solution

Working with BMC partner IT Concepts, Helsana deployed BMC Digital Workplace, a consumer-style app that automates the submission of service requests. The new system dramatically simplifies access to IT services for insurance and medical professionals. Requests and approvals are tracked and managed from within BMC, ensuring accuracy and transparency throughout the enterprise.

Step into the Future of Work with BMC Helix Digital Workplace

Impact

Employees and agents fill in simple request forms on their mobile devices or web browsers, and requests are guided automatically through approval and fulfillment for timely handling.

- Within six months of implementation, 60 percent of all requests were being submitted through the app, reducing service desk calls by 20 percent and allowing the staff to accommodate an expanding workload.
- The number of manual forms has been cut in half, making it faster and easier to submit requests and obtain status updates.
- The automated approval workflow for supervisors and managers slashed approval time by more than 70 percent.

100% Self-service Achieved

University of Kansas Health System

Anytime, Anywhere Self-Service

Challenge

In 2011, the University of Kansas Health System sought to update its legacy ITSM system in order to streamline its service desk processes and offer the fast, efficient service experience needed by its users. A priority was upgrading to a cloud-based solution that would make upgrades and feature improvements simpler and more automated, allowing IT to focus on internal improvement rather than hardware.

Solution

BMC Helix ITSM and BMC Helix Digital Workplace have helped the University of Kansas Health System standardize and operationalize its IT systems and processes.

The solutions allow users to leverage knowledge management modules for anytime, anywhere access to help and resources, including crowdsourcing for issue resolution. The system admin group drives all users to BMC Helix Digital Workplace for application installs and issue reporting, saving the team substantial time and leading to faster request fulfillment. Because the solutions are cloud-based, they also help the University of Kansas Health System keep its server footprint, management, and staffing right-sized and efficient.

Step into the Future of Work with BMC Helix Digital Workplace

Impact

BMC's cloud-based solution and on-demand structure saved substantial time.

- The on-demand structure allows IT to focus on improvement rather than upgrades.
- Knowledge management modules allow users to solve their own problems.
- The solution's cognitive, self-learning capabilities improve its functionality without team intervention.
- The team sees faster first-call resolution due to the solution's self-service and knowledge-sharing capabilities.
- Upgrades are automated seamlessly, freeing up administrator time for higher-value work.

50% More Staff Efficiency

# Kaohsiung Veterans General Hospital (Taiwan)

Excellent Patient Care with Optimized Workflow Orchestration

Challenge

Kaohsiung Veteran General Hospital (VGHKS) earns high praise for the quality of care it provides. To keep pace with rapid growth, the hospital's IT group has transformed the batch environment that keeps patient and administrative data up to date. Workload automation best practices make it possible to efficiently manage thousands of jobs each day involving huge amounts of data connected by complex relationships.

Solution

Control-M from BMC secured and executed data across VGHKS mainframe and distributed environments, automates job scheduling, and ensures security and stability while reducing costs. Batch jobs keep critical systems current, so medical and administrative teams have access to up-to-date data such as patient and hospital statistics, changes in surgery priorities, and physician duty shifts.

Control-M: See How To Optimize and Automate Workflows
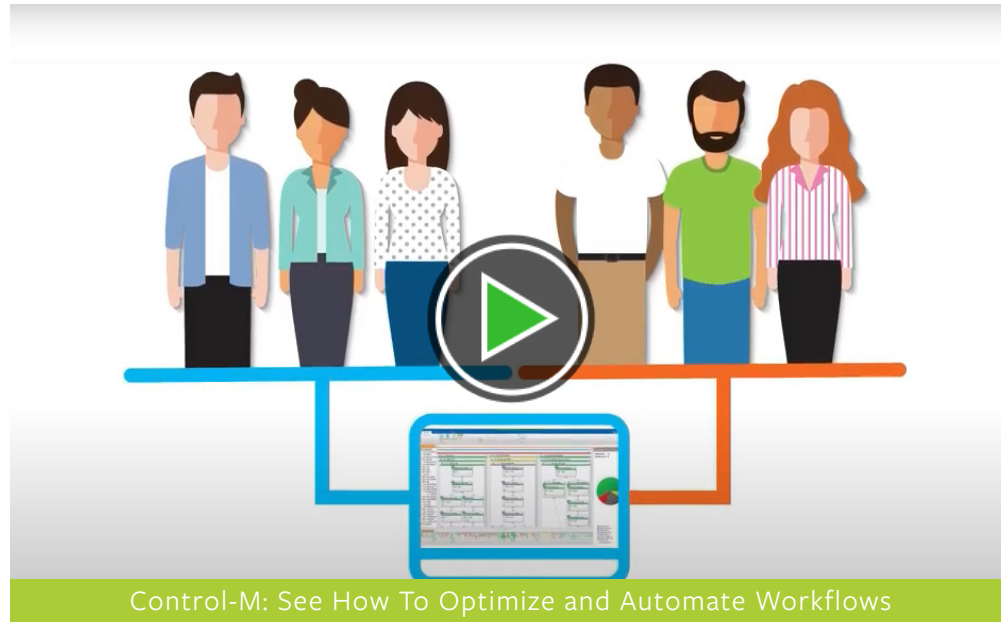
Impact

Since the implementation of Control-M, VGHKS has realized unparalleled results:

- Completion of one job automatically triggers the start of the next, eliminating manual job starts and helping reduce workload processing time by 50 percent.
- Auditing reports and scenario-based rollback enable IT to speed problem resolution and facilitate recovery from changes that might interrupt job completion.
- Single-point control simplifies day-to-day scheduling tasks, increasing scheduling staff efficiency by 50 percent.
- Data efficacy for ensuring proper patient diagnosis and referral has improved by 60 percent.
- Real-time status monitoring, tracking, and logging of each process helps the IT team resolve problems before they affect system performance.

The Future of Healthcare is with BMC

It's clear that technology is driving change in the healthcare industry. It's also clear that it won't and can't change overnight. While the technical debt might seem heavy, there is too much critical data, information, and insights already in existing systems that need to be brought forward. Likewise, many processes can't and shouldn't be scraped, but integrated and automated, to maximize the value extracted by all. That's where BMC excels. As the leader in the space, it's time to run and reinvent the healthcare industry for the benefit of all.

Explore Additional Case Studies

NHS
West Midlands
Ambulance Service
University NHS Foundation Trust

hbf

NHS
The Dudley Group
NHS Foundation Trust

Helsana

THE UNIVERSITY OF KANSAS HEALTH SYSTEM

About BMC
From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

BMC—Run and Reinvent

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