



Ensuring PCs in Hospitals Are Always Healthy and Fully Functional

**Webinar – hosted by the Institute for Health Technology Transformation
Featuring Persystem Software and University Physicians Healthcare
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Agenda

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Introduction to Persystem Suite

Katherine Wattwood
VP of Product Development
Persystem Software



2

Demo of Persystem Suite

Tom Johnson
Systems Engineer
Persystem Software



3

Customer Insight

Sean Keegan
IS Support Supervisor
University Physicians Healthcare



4

Open Q&A

Persystent Suite: The Ideal Choice for IT Health Care

Among the challenges IT pros in health care face:

- Low Ratio of IT Staff to End Users
- Maintaining PC compliance and security in Multi-User Environments (nurses' stations, etc.)
- Enforcement of Ever-Elusive HIPAA Standards
- Complex application and legacy systems
- 24/7 uptime requirements

Among Our Health Care Customers

LifeLink®



UPH
UNIVERSITY PHYSICIANS HEALTHCARE



Bayfront
Medical Center



BERGER HEALTH SYSTEM
THE RIGHT CHOICE FOR GENERATIONS



What Is Persystem Suite?



- The **fastest, automated** PC recovery solution on the market
- Recovers corrupted, changed or missing OS and application files **with unsurpassed speed**
- **Nothing can stop a Persystem PC** – not viruses, spyware, malware, registry errors, or unauthorized programs

Why Do Customers Buy Persystem Suite?

Automated PC
Repair



The ***fastest zero-touch*** recovery solution. Period.
Works ***in the office or on the road.***

Imaging



Facilitate ***provisioning & re-imaging*** with complete automation from end to end.

Compliance



Set and ***enforce standard configurations*** from a web-based console.

Persyistent Software Also Facilitates OS Migration

Tools Include:

- **Asset Management capabilities** to determine what PCs are Windows 7 ready, and which machines need to be replaced
- **End-to-end automation** for provisioning new PCs, upgrading older PCs with a new O/S, or retiring older machines
- **Preservation** of end user profiles and settings
- **Web-based IT management console** enabling IT to schedule tasks and conveniently automate the process

What Makes Persystent Suite Different?

- **Works *on or off the network***
 - Not dependent to the OS starting successfully
 - Ideal for supporting remote, mobile workers
- **Automatic or Repair On Demand capability**
 - Policy driven – based on individual or department
 - Great for shared computers, kiosks, computer labs, 24/7 access machines
- **The only single-instance file-level repair product available**
 - So fast! Only recovers the corrupted, changed or missing files
 - All recovery is logged, available for audit or reporting
 - The PC client only pushes changes to the server – average added network traffic, only about 5 MB
- **Integrates with 3rd party deployment tools**
 - Update your desired repair point as you update the image with SMS, WSUS, Bigfix etc...
 - Continuous updating of desired repair points as patches and software are deployed
 - Preserves user settings and profiles
 - Deploy images and application packages by using PXE boot or via CD/DVD
- **Power Management built in**
 - Built-in on/off feature (green computing) saves thousands
 - Support green computing initiatives + ROI

Product Demonstration



How Can IT Departments Benefit from Persysent Suite?

Primary Benefits

- Reduce help desk calls
- Keep end users productive -- even remote workers
- Eliminate manual re-imaging
- Automatically enforce compliance & security

Bonus!

- ✓ Save thousands on energy costs
- ✓ Make system-wide upgrades & OS migrations easy
- ✓ Improve PC performance – extend life of PCs

Client Case Study



How Persyent Suite is serving as **strong medicine** for Arizona's largest physicians group

Who Is University Physicians Healthcare (UPH)?

- **Nonprofit corporation founded in 1985** as the medical practice of the physicians of The University of Arizona College of Medicine
- **UPH does more than care for patients** -- educates medical students, trains physicians and conducts clinical research
- **Has over 350 physicians** (many listed in the Best Doctors in America), **260 nurses and 1,250 staff**
- **Largest physicians group** in the state of Arizona

The IT Scene at UPH

- **9 helpdesk technicians** serving **2,000 PC end users**
- **6 network administrators** on staff
- **1,500 PC end users remotely located** – scattered through 12 different medical facilities statewide
- Plus, **140 applications under management**
(requiring 30 expert application specialists and report writers)

Past Challenges for IT at UPH

- The **imaging process** was time consuming and cumbersome
- Using an **older version of Ghost** yielded unsatisfactory results (upgrade or opt for a better alternative?)
- **Provisioning machines (Dell 760s) for 12 locations** meant constant travel and shipping of PCs -- very inefficient

Past Challenges for IT at UPH

- Continue finding ways to meet **HIPAA standards** to protect patient records
- **HIPAA very difficult to interpret** -- so proactive approach essential
- Along with rolling out encryption software like PGP on all laptops -- what else could UPH do?
- Needed to make PCs -- **particularly multi-user machines** -- less vulnerable to viruses, compromising downloads, etc.

Main Benefits of Implementing Persysnt Suite

- **High-speed imaging** from one, central location
- **Provisioning of customized machines**
(equipped with apps strictly based on user group/job function)
- **Ability to repair remote-based PCs** with a single reboot

Main Benefits of Implementing Persysent Suite

- **Patient record protection through PC protection**
(safe from viruses, spyware, unauthorized downloads, etc.)
- **More proof of HIPAA compliance**
(easily generate asset management reports)
- **Ability to keep multi-user PCs free of viruses, malware, custom downloads, etc.**
(therefore better protecting patient data)

Additional Benefit of Persysent Suite

- **Substantial cost savings through power management**
- **For UPH, NOT ALL machines have to be up 24/7**
(e.g., select offices, training rooms, clinics with set hours, etc.)
- **The plan: save money, save energy, extend life of PCs**

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