Cabrini Health

ScrewDrivers® improves Cabrini Health's user experience and operational efficiencies.

About Cabrini Health

Cabrini Health is an Australian, not-for-profit healthcare service with 3,800 employees and over 700 beds comprising at the time of this study. Their healthcare system includes two acute care hospitals, a palliative care service, rehabilitation hospital, residential care facility, and pharmacy department. Each department has varying staff, IT, and compliance requirements, making proper network management a complex task.

The Situation

Before ScrewDrivers, printing issues experienced by Cabrini Health users was an annoying, but generally accepted fact of life. These issues could be resolved by the end users calling in to the help desk, which solved problems by doing things like restarting a print spooler. However, the IT department thought there must be a way to solve these headaches without breaking the bank. After installing Simplify Printing, printing issues vanished overnight, freeing up employee time to focus on the business of healthcare.

Cabrini Health's IT department is responsible for the daily operation of the server, network, application, and help desk infrastructures. This team of 25 employees manages 130 servers that cover production, configuration, and testing. Most of these servers are Microsoft servers, and Exchange Windows for application and/or software-based needs. Cabrini Health also uses Citrix XenApp in support of remote employees and published applications.

Specs

- **3,800 employees**
- **6 locations**
- **130 servers**

Benefits

- ✓ **Improved stability**
- ✓ **No more print spoolers crashing**
- ✓ **Eliminated print drivers installs and management**
- ✓ **Reduced support cost and effort**

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Problem Solved

The Challenge

Cabrini Health faced printing problems in their Oncology Management Application, which is an ordering system for chemotherapy treatment. Each treatment or drug chart required a hard copy with a signature that could come from any one of 40 remote doctors using the application. In order to facilitate patients' treatment, doctors need to print on demand and from their current location. The impact of ineffective printing could affect Cabrini's reputation as well as heighten the risks associated with regulatory compliance.

Chemtronics, a Cabrini Health subsidiary, has employees working remotely using any printer of their choice. As a result, print spoolers crashed on a regular basis and as users would log into other Terminal Servers, further server congestion resulted. Load balancing proved ineffectual and the help desk was bombarded with server crashes and support calls. Server migrations were also a concern. In order to upgrade to the latest Windows and Citrix server platforms, all remote users required seamless, uninterrupted printing access and support during this upgrade.

> " Tricerat is the best choice in the industry. Tricerat's pricing, configuration options, and support are incredible.
>
> - Huntsville Hospital

The Solution

Cabrini Health's IT staff was familiar with Tricerat's software from solutions provided to the UK's National Health Service. They knew that ScrewDrivers would solve their printing issues and working with Tricerat's partner, Dimension Data, made the buying process easy and efficient. Tricerat's software was installed and implemented smoothly with minimal configuration. The system administrators found Screwdrivers simple to use from their perspective and the end users'. End user participation consisted of a single click-to-download, with an auto install of the Citrix and Tricerat Printing bundle.

The Results

The business impacts were felt immediately. Cabrini Health experienced improved operational efficiency, which previously had consumed valuable resources on a weekly basis. Chemtronics' spooler and server crashes were eradicated overnight, which freed the help desk and end users to focus on more important tasks. Managing printing from the Oncology Management Application no longer required the IT department to install and manage print drivers. Printing on demand was now available to any user for any printer. The transition to the latest Windows and Citrix server platforms went off without a hitch and no printing-related problems were experienced. Remote doctors and technicians were supported with a flexible print solution. Within a week of testing and launching the software, the printing problems at Cabrini Health were resolved. Now, both IT technicians and doctors are able to do their jobs without printing-related hassles interrupting their day.

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