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The Challenge: Keeping critical IT systems up and running was expensive and labor-intensive

In the medical industry, IT infrastructure is the backbone that enables physicians to efficiently and effectively serve their patients. For one extensive, U.S.-based hospital system, everything from billing to communications to operational systems relies on functional IT infrastructure to perform at optimal levels and meet patient expectations. Failures, or repair delays, are not only costly; they have the potential to compromise provider care and patient trust. Any malfunction must be quickly and cost-effectively repaired, but this hospital found that those criteria were often mutually exclusive.

The hospital’s asset inventory consists of a wide array of products, all of which are scattered across 723 locations. Inventory was tracked manually via Excel spreadsheets, and submitting support tickets was a cumbersome process. The IT department was not equipped to move equipment between locations as needed or perform some of the more complex repairs necessary to keep assets up and running. While repairs performed by original equipment manufacturers were reliable and complied with the four-hour repair and replacement provision in the SLA, this level of support was extremely expensive.

To ensure an optimized IT infrastructure that was reliable for patients and physicians alike, the hospital needed a new plan. No longer content with an inefficient, expensive process, they opted to rethink their entire IT asset management strategy. Starting from the ground up, they partnered with an expert in IT Asset Management (ITAM), logistics and Third Party Maintainer with Technical Assistance Center (TAC) support, to design a solution that would fit their needs both now and in the future.
THE SOLUTION: A COMPREHENSIVE STRATEGY FOR TANGIBLE RESULTS

The Audit

To meet its high standards for equipment performance and rapid repair completion, the hospital selected XSi for IT asset management, logistics, and technical assistance center (TAC) support. Before a plan could be designed, it was imperative to understand the entirety of the hospital’s IT asset inventory. From location to quantities, XSi’s first order of business was to perform a full equipment audit at the customer’s site. The audit was instrumental in producing clean data in order to construct a contract.

XSi then physically transported all IT assets not currently in use from the hospital’s multiple locations to the XSi’s service center and warehouse in Atlanta. Once received, all equipment was tested and cleaned, with all test records and results archived in the Cloud-Based CMDB System. Next, XSi verified the entitlement of all serial numbers to validate that all inventory was purchased through authorized distribution channels and all parts were manufactured by the OEM.* Not only did the audit give XSi insight into immediate repair needs, but it also resolved inventory discrepancies.

*This is an ongoing practice.
ANATOMY OF AN AUDIT:

- An Experienced Cisco network resource traveled onsite to each depot
- Inventory data tracked:
  - Model and serial number
  - Dimensions (H/W/L)
  - Weight
  - Milestone data (End of Software, End of Life, Warranty Type and Expiration)
  - Location confirmation
  - Traceability of Parts back to the Manufacturer
  - Other data, as requested

THE GAME PLAN:

With a full understanding of available assets combined with fact-finding designed to uncover specific challenges, XSi created a tailored plan that would meet the hospital’s unique needs. By leveraging existing inventory to mitigate expense, XSi’s custom asset management and logistics plan ensured assets would be available when needed, and repairs would be performed in a cost-effective, expeditious manner.

As part of the plan, XSi would house and manage IT asset inventory, perform all repair and maintenance tasks, and coordinate all logistical efforts to transport equipment between XSi warehouses and the hospital’s locations. As part of the SLA, XSi agreed to meet the hospital’s four-hour delivery requirements for critical devices and locations.
THE EXECUTION:

Immediately, XSi implemented real-time transportation, inventory management, and reporting systems, giving the hospital visibility into asset quantities and locations—anytime and anywhere. Antiquated Excel processes were exchanged for a cloud-based database asset management / CMDB system, ensuring a single source of truth for asset data. XSi then created a custom software system to seamlessly handle asset management and give users the ability to quickly and easily open support tickets. From there, XSi created custom user guides and trained employees on the new system. All updates and upgrades are now communicated through the XSi team, and quarterly training is held to keep current and new employees abreast of changes.

After new systems were deployed and users adequately trained, the XSi team finalized the last piece of the asset management process: hardware maintenance. This includes replacing parts and dispatching field engineers for hardware break-fix and technology refresh and upgrades.

Though XSi now manages all IT assets, the systems put in place give the hospital easy access to any and all necessary information. The hospital receives monthly incident and inventory consumption reports to show how much equipment is in inventory, determine future needs, and offer suggested orders.
TRAIN, REPORT, ADJUST

The Results: A simplified asset management process that cost-effectively met stringent repair requirements

With XSi, the hospital achieved immediate ROI. Not only was the hospital alleviated from the everyday duties of managing IT asset inventory and repairs, but the streamlined system also gave the team unprecedented visibility into equipment needs as well as the rapid return of service to keep all devices functioning correctly. With asset management placed in the expert hands of XSi, the hospital could focus on leveraging IT systems to provide the best possible patient care.
OVERARCHING BENEFITS:

» Dedicated external professionals assuming a Configuration Management Database (CMDB) / asset manager role

» Monthly asset and consumption reports for increased visibility

» Creation of internal user guides for all operations, technical and supply chain personnel

» Training for all hospital technical staff

» Monthly inventory consumption reports

» Defined replenishment procedures with enterprise organizations respective VAR(s)

» Outsourced forward stocking location, freeing up precious hospital space while controlling inventory
MAINTENANCE SERVICES

HEADQUARTERS
XS International, Inc.
1005 Alderman Drive
Suite 212
Alpharetta, GA 30005

NORTH AMERICA
+1-800-256-6133 or +1-770-740-0040
sales@xsnet.com
www.xsnet.com

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