Kaseya Helps Lifeline of Ohio Match Organs to Waiting Patients

Remote and automatic IT systems management solution ensures availability of coordinators' laptops, allowing users to qualify donors and recover organs in a safe and timely manner.

According to the Department of Health and Human Services (HHS), more than 28,000 lives were saved in the U.S. in 2011 due to a successful organ transplant while more than one million people benefited from tissue transplants. Tens of thousands of people were able to get the treatment they needed and continue to live their lives thanks to the generosity and foresight of donors and their families.

Unfortunately, 6,690 people died while waiting for an organ, making organ and tissue procurement a life critical process. Time is of the essence as hospitals, organ procurement and transplantation networks and HHS work together to connect donors with patients on the transplant waiting list. Any delay could prevent a match from taking place.

Timeliness is top of mind for Lifeline of Ohio, a non-profit organ procurement organization. While some employees screen potential donors and find recipient matches in the organization's Columbus headquarters, others travel around central Ohio to recover donated organs and deliver them to transplant centers where surgeons are waiting to complete the transplant. These coordinators carry laptops with them wherever they go, accessing donor lists and web-based medical forms and documentation. An inability to log on would force coordinators to fall back on paper which has the tendency to slow the process and open up the possibility of human error, putting the health of the organ tissue and waiting patient at risk.

"System availability is a critical issue for us," said Josh Dreher, network specialist for Lifeline of Ohio. "Organs come up for donation at all hours of the day and into the night. Our coordinators don't have the luxury of waiting around for an internet connection. They need to access patient information and fill out forms immediately, so they can recover the organ and deliver it as soon as possible."

Decentralized Management Strategy

Managing the distributed and mobile infrastructure proved to be a timely and cost-prohibitive process, according to Dreher. A staff of three, the IT team found itself stretched thin just to conduct basic maintenance on the organization's 20 Windows servers and 70 desktops and laptops. Relying on multiple point products and manual processes, the IT team was in an administration nightmare, switching from one screen to the next to make simple software and configuration updates. Maintenance became complex and mundane, and excessive repetition was rampant.

Most frightening for Dreher was that once coordinators left campus, it was virtually impossible to view or access their mobile laptop, making it hard to remediate issues remotely while putting the system, the user and the rest of the network at great risk.

"I had just moved over from a managed service provider and knew there was a better way of providing IT services to our employees—especially our mobile users," Dreher said.

Consolidated Management on a Single Pane of Glass

Lifeline of Ohio evaluated several solutions, including Kace from Dell, eventually settling on Kaseya, a remote and automatic IT systems management solution that consolidates disparate management functions through the service desk—including monitoring, antivirus, antimalware, patching, software deployment, inventory, auditing and the helpdesk. Now, Lifeline of Ohio's administrators can access and control the organization's IT infrastructure from a single dashboard to conduct maintenance and remediate issues—even remote laptops that connect to the internet from users' homes, on the road or at partner hospitals.

Kaseya Customer
Lifeline of Ohio

Industry
Healthcare

Business Challenges

- Provide 24x7 employees with the tools they need to qualify donors and recover organs
- Conduct maintenance for distributed systems efficiently with limited resources and IT staff
- Remediate issues quickly and efficiently, so downtime doesn't affect the organization's ability to deliver on its mission
- Meet strict compliance and auditing requirements accurately and timely

Solution

- Kaseya IT Systems Management Solution

By consolidating management functions through the service desk, administrators have access to real-time inventory, event and usage information in a single location, allowing help desk personnel to quickly diagnose and resolve issues quickly and efficiently. Management data that indicates the latest patch update, software version, past events and software information keeps administrators informed and on task as they troubleshoot the issue. The inventory information is also useful when auditing the IT environment for regulators as well as tracking hardware leases and software licenses.

"It's like having all the information you'll ever need about a specific system and the network at your fingertips," Dreher said. "We can plan better and make sure we have the resources to execute on our mission."

At the same time, automation inherent in the Kaseya solution streamlines regular administration like patch updates, disk defrags and software updates. IT polices are enforced by setting up and monitoring against thresholds, allowing administrators to manage exceptions rather than individual machines. Dreher acknowledges this proactive and automatic strategy saves his team at least ten hours per week, boosting his team's production by $26,400 per year.

System Availability Saves Lives

By consolidating and streamlining IT systems management through Kaseya, Lifeline of Ohio is able to ensure the availability of its systems no matter where they connect to the network. Ubiquitous 24x7 availability of systems enables coordinators to qualify donors, recover organs and transport the tissue to waiting doctors and patients. The uninterrupted access to the web-based tools and information they need ensures the process goes smoothly and quickly—with little potential for inaccuracy or human errors.

"Technology is highly ingrained in who we are as an organization and how we facilitate organ and tissue donation," Dreher said. "Without access to these tools, potential matches could be lost or organs wouldn't make it in time. Kaseya ensures this availability. Regardless of time of day or location, we know that systems are going to be available, and if they're not, we can easily go in and remediate any issues quickly and non-intrusively."

Another result of the more efficient management strategy is that the IT team is able to take on other projects that further create efficiencies and improve the user experience. The organization is in the middle of building a new virtual infrastructure in an off-site data center that will allow users to access their desktops, files and applications remotely. Not only does this benefit coordinators out in the field and gives them a consistent user experience regardless of where they log in, other employees can work from home at night or in case of bad weather. This ensures that critical business—such as qualifying donors and finding a match—can be completed anytime, whether it's in the middle of the night or during a snowstorm.

Next year, Lifeline of Ohio plans to replace its coordinators' laptops with tablets and has plans to use Kaseya to extend existing policies already in place to the mobile devices. The ease of use and consistent computing experience will make it easier to facilitate organ and tissue donations, saving lives in the process.

For information on how to become an organ donor, please visit **www.lifelineofohio.org**.

Contact Kaseya Today
Contact Kaseya today for more information and to request a live demo of our powerful IT Systems Management solution.

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

Go to www.kaseya.com/healthcare for a FREE trial.

Visit: www.kaseya.com | Email: healthcare@kaseya.com | Like: Facebook.com/KaseyaFan | Follow: @KaseyaCorp

"Kaseya gives us the peace of mind that regardless of time of day or location, we know that systems are going to be available, and if they're not, we can easily go in and remediate any issues quickly and non-intrusively."

Josh Dreher
Network Specialist, Lifeline of Ohio

Key Benefits
- Ensure 24x7 availability of systems and web-based medical forms and documentation while employees are on the road and at partner hospitals
- Reduce weekly systems maintenance by 10 hours per week, saving $26,400 in human resources per year
- Speed time to resolution, reducing downtime and improving system performance
- Streamline and automate auditing while eliminating potential for human error

www.kaseya.com