

Kaseya helps enable the paperless hospital.

Efficiencies and remote control delivered through Kaseya allow Prognosis HIS to offer an on-premise version of its electronic patient records solution.

Once just a theory, a long-sought after goal—a pie in the sky if you will—the paperless hospital is now a reality. Transferring patient records to electronic form is the future of healthcare and is seen as a way to reduce out-of-control healthcare costs while improving patient care.

Imagine walking into an emergency room and having your up-to-date records follow you around the hospital as you get X-Rays, see a few specialists and pick up medication at the pharmacy. Technicians and healthcare professionals will be able to see all the pertinent information they need to make a quick and accurate diagnosis right there on their mobile device or thin client. On the back-end, electronic patient records would reduce human error, decrease archiving costs and enhance data backup and business continuity.

You no longer have to imagine. Prognosis Health Information Systems (Prognosis HIS) in Houston, Texas, enables the paperless hospital for 31 healthcare facilities around the country through its ChartAccess application. Electronic records follow patients around the hospital from admittance to dispatch, enhancing and streamlining the healthcare services they receive.

Prognosis HIS provides a cloud solution where it hosts the hospitals records in the company's powerful data center based in Houston where powerful infrastructure can be robustly managed, secured and backed up by the company's network engineers and systems administrators. However, because of security and HIPAA compliance concerns some customers are not ready to give up control of their patient records and prefer an on-premise solution that sits locally on their campus.

"We need to give customers what they want," said Grady Parker, a network engineer for Prognosis HIS. "However, remote infrastructure for our on-premise solution needs to be managed at the same service levels as the infrastructure in our data center. Obviously, it would be cost prohibitive to deploy an administrator at every customer site, so we need to rely on remote management tools to ensure the availability and performance of our solution."

Unfortunately, according to Parker, the company's remote tools were grossly inefficient and wouldn't allow the company to manage distributed infrastructure as robustly as its data center infrastructure. Each customer environment is different and employs various VPN and firewall technology, making it impossible to standardize remote management capabilities. As a result, administrators had to log in and out of various tools, making regular maintenance and problem resolution a complex, time-consuming process. It would take hours, even days, to upgrade each on-premise solution every time Prognosis HIS would make an update to ChartAccess as administrators had to deal with multiple customer architectures, IT processes and management tools.

"Our remote management strategy was sufficient. We got the job done. But it required a lot of tweaks, and a simple task took way too long. It was apparent that if we were to provide our on-premise solution at the same service level as our hosted solution, we'd have to find a way to consolidate on a single management platform," Parker said.

A Consolidated and Integrated IT Systems Management Solution

Prognosis HIS deployed a remote and automatic IT systems management solution from Kaseya that allows its administrators to manage remote infrastructure housed on premise at their customer sites. The solution gives Prognosis the ability to monitor, maintain, update and back up application infrastructure on a single Web-based platform. It consolidates disparate management functions—from patch management to monitoring—on the Kaseya IT Automation Framework, allowing remediation and regular maintenance to be conducted on a single pane of glass.



PROGNOSIS
EHR Innovation, Done Right

Kaseya Customer

Prognosis Health Information Systems
Houston, Texas
www.prognosisishis.com

Industry

Healthcare

Business Challenge

- Ensure availability of electronic records for health care personnel in 31 hospitals around the country
- Efficiently manage on-site infrastructure for clients wanting on-premise solution
- Remotely manage heterogeneous infrastructure behind various firewall technologies
- Maintain HIPAA compliance throughout all customer environments

Solution

- Kaseya IT Automation Framework

Key Benefits

- Able to deliver reliable on-premise solution at the same service levels as hosted solution
- Implement a proactive IT systems management strategy for remote systems, catching minor problems before they turn into major issues
- Improve uptime of electronic records infrastructure through faster time to resolution and automated regular maintenance
- Help clients ensure HIPAA compliance through consolidated monitoring
- Able to grow without adding IT staff, saving up to \$100,000 per year in salary



Kaseya

www.kaseya.com

Prognosis HIS deploys an application server and a database server at each customer site that run its ChartAccess application. The Kaseya solution's agent-based architecture gives administrators complete access into and control over each server through firewalls without any additional configuration. Instead of logging on and off various management tools, administrators now log in once to Kaseya and monitor changes to the systems and head off problems before they become major issues. If downtime does occur, administrators can diagnose the issue and take immediate action in Kaseya without having to port over to another management tool or manually configure a bridge.

Kaseya identifies performance and availability problems based on pre-set thresholds. If CPU utilization passes a certain point, Kaseya automatically creates and sends a ticket to the error logs email list and the ticket support team. According to Parker, it used to take up to 30 minutes to identify a performance problem which was often too late. Now, most issues are detected and automatically remediated by Kaseya before downtime occurs or the client is even aware there is a problem.

"Kaseya enables proactive maintenance of our remote infrastructure, ensuring that our ChartAccess application never goes down," Parker said. "A lot of things can go wrong when you are delivering a powerful application remotely, but Kaseya anticipates the issues, flags them for the ticket support team and provides the integrated framework to remotely fix the issues. Sometimes, Kaseya remediates the issue on its own without requiring any human interaction."

Kaseya Enables On-Premise ChartAccess Solution

The IT efficiencies and remote access provided through the integrated Kaseya IT Automation Framework enables Prognosis HIS to offer its on-premise solution to customers at the same service levels as its hosted solution. This allows the company to migrate to a cloud computing service delivery model for most of its customers but also keep the customers that aren't ready to give up complete control over their patient data for security and compliance reasons.

"Kaseya enables us to offer two flavors of our ChartAccess solution," Parker said.

In addition, the time its administrators save by not having to conduct manual, repetitive maintenance of remote infrastructure allows them to work on other proactive projects that further enhance IT services to customers. And while the company grows—two new customers are ramping up this month—the company doesn't need to hire additional administrators, saving up to \$100,000 in annual salary.

At the same time, visibility into the application environment allows Prognosis to keep tabs on the compliance status of its remote servers, ensuring that its customers are in compliance with HIPAA and other regulations—and easing those concerns that led the customers to the on-premise solution in the first place.

"Consolidating remote management on the Kaseya IT Automation Platform has dramatically changed the way we deliver our solution to clients," Parker said. "With Kaseya, we can efficiently manage our application infrastructure at each customer site. Without Kaseya, we'd be running around, fighting fires, trying to maintain high availability and performance. It just wouldn't work for us."

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.

For a free 30 day trial visit www.kaseya.com/download

Contact Kaseya: www.kaseya.com | sales@kaseya.com

Copyright ©2011 Kaseya. All rights reserved. Kaseya, the Kaseya logo are among the trademarks or registered trademarks owned by or licensed to Kaseya International Limited. All other marks are the property of their respective owners.

"Without Kaseya, we'd be running around, fighting fires, trying to maintain high availability and performance. It just wouldn't work for us."

Grady Parker
Network Engineer,
Prognosis Health Information Systems

Kaseya opens up additional revenue channels

Kaseya's remote and automated IT systems management solution gives Prognosis HIS a unique view into its customers' IT environments. So unique, in fact, that the company is considering using Kaseya to offer additional services to its customers, including remote backup and LAN management.

The complete access into and control over distributed systems that is provided through the Kaseya management platform would allow Prognosis HIS to proactively monitor, maintain, update and backup their customers' hospital infrastructures. This service would open up huge revenue channels for the application provider, and transform it into a profitable IT services provider—all because it found the right tool in Kaseya.

