

SHARP HEALTHCARE

Regional healthcare leader standardizes on HP small form factor desktop PCs to fulfill quality mission



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HP customer case study: Sharp HealthCare refreshes technology with deployment of HP Compaq dc5750 Small Form Factor PCs

Industry: Healthcare

HP recommends Windows Vista® Business

Objective:

Provide reliable desktop technology with a regular refresh cycle

Approach:

Sharp HealthCare, a major healthcare provider and Baldrige Award winner based in San Diego, standardizes on HP small form factor desktop PCs

IT improvements:

- HP Factory Express services—software imaging, asset tagging and bulk shipment—reduce IT staff work during deployment
- Being an HP self-maintainer allows in-house IT staff to perform warranty repairs, speed turnaround time

Business benefits:

- High performance at moderate cost
- Small form factor PC fits easily in office, clinical settings
- Improved user productivity
- Greater energy efficiency



Quality comes first at Sharp HealthCare. In November 2007, Sharp received the Malcolm Baldrige National Quality Award, the nation's highest Presidential honor for quality and organizational performance excellence.

Sharp's infrastructure supports system-wide quality care, while protecting the confidential medical records of its patients. Sharp relies on HP systems, from the desktop to the data center, to achieve this support.

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Among its most recent deployments: some 2,500 HP Compaq dc5750 Small Form Factor PCs to serve employees in hospitals, physician practices and administration. “The dc5750 seems to hit a sweet point of high performance at a very reasonable cost,” Jones notes.

Standardizing on HP at the desktop

Sharp HealthCare is a not-for-profit integrated regional health care delivery system based in San Diego. It includes four acute care hospitals, three specialty hospitals and two medical groups, plus a full spectrum of other facilities and services. The Sharp Experience, a sweeping performance improvement initiative launched in 2001, has resulted in numerous advances in clinical outcomes, patient safety enhancements and organizational and service improvements.

Over the years, Sharp has standardized on HP products in several areas. The recent purchase of dc5750 Small Form Factor PCs is part of an ongoing cycle guaranteeing that all desktop PCs are refreshed every four years.

In addition to delivering a solid balance of price/performance, Jones says his staff chose the dc5750 PC for its small form factor. “One of the challenges in healthcare is finding devices that deliver everything you need and that still fit into the environment easily,” Jones says. “We don’t like to force changes in employee workflow just to accommodate the technology. So when you find a small but powerful unit like the dc5750 it’s an easy choice. It fits easily in nursing stations and the admissions areas, as well as other clinical areas.”

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HP and Sharp work hand-in-hand to streamline the deployment. Each year, Sharp develops a base software image. HP, through its Factory Express service, burns that image and affixes a Sharp HealthCare asset tag to each PC. The PCs are then bulk wrapped to reduce the amount of warehouse space required at Sharp’s facilities, as well as the volume of packaging that Sharp’s IT staff must contend with when the shipment arrives. The bulk packaging also provides the environmental benefit of reduced waste.

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"When the refresh team receives the devices they're able to unpack them and start right into the deployment process," Jones says. "It saves them a lot of time. They can scan the asset tag and immediately add it to our inventory system."

"The HP team is constantly showing us innovations and technology that will help us improve our work flows. We go to HP for many reasons—its reputation for consistently reliable products, as well support and service. We know we can depend on HP at every stage—from choosing new systems, to support as we're using them, and transitioning to the next generation when the time comes. It's just what you would expect from a technology partner."

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Sharp standardizes on a single model and, for the most part, a standard configuration of that model, to be deployed across the large health system. "Standardization gives us a lot of benefits, both for support and service," Jones says. Sharp is certified as an HP self-maintainer, so its own staff can perform warranty service when necessary. "With a standard model and configuration, we can keep a

limited number of parts on hand, and our technicians quickly become familiar with the model so they can perform service quickly and reliably. The HP cases open easily and serviceability is a definite strength."

The standard configuration at Sharp now includes 5000-series Business PCs, two gigabytes of memory, and integrated ATI Radeon X300 graphics video support for an HP L2045w widescreen monitor. The standard software image includes genuine Windows® XP, a customer desktop configuration, drivers, Microsoft® .NET components, JAVA, etc. Most clinical applications, and the databases they interact with, are server-based. That ensures that patient data can be securely stored and backed up in the data center without risk. Having server-based clinical applications also enables clinicians to log into their patients' records from a variety of PCs, regardless of their location.

"Users are always happy to get a new HP PC because they know their local applications will run much faster," Jones notes. "When the applications load quicker and respond faster, you're definitely going to become more productive." Employees also like upgrading to the larger 20-inch diagonal HP monitor that Sharp has purchased for its newest PCs.

Customer solution at a glance

Primary applications

Desktop technology

Primary hardware

- HP Compaq dc5750 Small Form Factor PC

Primary software

- Genuine Windows Vista® Business with downgrade to Windows XP Professional custom-installed*+
- Microsoft .NET components
- Microsoft Office

HP Services

- Factory Express asset tagging and software imaging



The four-year-old outgoing PCs undergo a Department of Defense-approved method for wiping the hard drive prior to leaving Sharp's facility to ensure that absolutely no sensitive data will be compromised.

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concentration of desktop PCs is much greater than when the facility was designed. "HP has done a really good job in improving efficiency and we're looking forward to even more efficient machines coming out in the future."

Looking ahead, Jones is confident Sharp will continue to find the desktop technology it needs through HP. "The HP team is constantly showing us innovations and technology that will help us improve our work flows. We go to HP for many reasons—its reputation for consistently reliable products, as well support and service. We know we can depend on HP at every stage—from choosing new systems, to support as we're using them, and transitioning to the next generation when the time comes. It's just what you would expect from a technology partner."

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Contact the HP Reference2Win Program, 866-REF-3734 for more information.

The new PCs and monitors are more energy-efficient than their predecessors, which Jones says is definitely a consideration for office areas where the

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*Windows Vista Business disk also included for future upgrade if desired. To qualify for this downgrade, an end user must be a business (including governmental or education institutions) and is expected to order at 25 customer systems with the same custom image.

+Certain Windows Vista product features require advanced or additional hardware. See

<http://www.microsoft.com/windowsvista/getready/hardwarereqs.mspx> and

<http://www.microsoft.com/windowsvista/getready/capable.mspx> for details. Windows Vista Upgrade Advisor can help you determine which features of Windows Vista will run on your computer. To download the tool, visit www.windowsvista.com/upgradeadvisor.

This customer's results depended upon its unique business and IT environment, the way it used HP products and services and other factors. These results may not be typical; your results may vary.

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