PROSYS

Solution Summary

- ProSys and KiZAN developed a single unified desktop image that can be used across the customer's entire campus, speeding the replacement of Windows XP with Windows 7 and eliminating the ongoing costs of supporting multiple images.

- Microsoft System Center Configuration Manager 2012 enables remote monitoring and administration, providing onsite technicians with the tools to solve machine-level issues quickly.

- Microsoft BitLocker Administration and Monitoring replaced costly and complex encryption software.

Streamlined Desktop Deployment: Healthcare

A leading community-based health system composed of a network of 11 not-for-profit hospitals, outpatient facilities and healthcare service organizations asked ProSys to help streamline the upgrade of Windows XP to Windows 7. The customer was maintaining Windows 7 images for each desktop hardware platform it deployed, making management complex and cumbersome. In addition, the customer implemented a new task sequence for each deployment image, and had to update these processes every time a new application or patch was released.

The customer was also leveraging an outdated and difficult-to-use software encryption solution for its desktop systems. This solution was time-consuming and expensive to maintain, and slowed down the rollout process.

SOLUTION

ProSys partnered with KiZAN Technologies to develop a single, hardware-independent gold image and one task sequence that unified all of the PC rollout requirements into one simple process. The ProSys/KiZAN team utilized Microsoft Deployment Toolkit and System Center Configuration Manager to automate deployments and provide ongoing change and configuration management and remote monitoring and administration capabilities.

ProSys and KiZAN replaced the outdated encryption software with Microsoft BitLocker, allowing the customer to maintain HIPAA compliance while updating to a much simpler encryption solution. The ProSys/KiZAN team implemented Microsoft BitLocker Administration and Monitoring and set up Group Policy Objects to simplify ongoing management of the encryption software.

RESULTS

The solution facilitated the elimination of Windows XP systems from the customer's environment, reducing risk and regulatory compliance issues. By automating and streamlining deployment tasks, the solution reduced the time and cost associated with desktop rollouts, maintenance and management, enabling IT staff to focus on other, more impactful projects.