

Healthcare IT team saves time with automated deployment, imaging and ticketing

St. Dominic Hospital adopts a customizable ticketing system, and switches from manually distributing images via a USB drive to remotely deploying custom images onto dozens of endpoints at a time.



“The SMA has made life a whole lot easier. We can see asset information and software details, down to the version. I mean, it’s been the ultimate timesaver.”

*Rudy Bracey, System Administrator,
St. Dominic Hospital*

Quest

CUSTOMER PROFILE



St. Dominic's

Company	St. Dominic-Jackson Memorial Hospital
Industry	Healthcare
Country	USA
Employees	4,000
Website	www.stdom.com

BUSINESS NEED

St. Dominic Hospital's IT department wanted to modernize its ticketing system and automate the process of upgrading hundreds of PCs in its main building and statewide clinics.

SOLUTION

With the Quest® KACE® Systems Management Appliance, the hospital now has full inventory and IT asset management, plus a service desk application it can customize and offer to multiple departments and locations. It is working to use the KACE Systems Deployment Appliance to automate its Windows 10 migration and to deploy custom images to devices.

BENEFITS

- Slashed deployment time by imaging multiple computers at a time
- Delivered a full array of IT asset management functions beyond ticketing and imaging
- Freed up staff bandwidth to manage software distribution

SOLUTIONS AT A GLANCE

- Unified endpoint management
- Software distribution and maintenance

In IT, pleasant surprises are uncommon. So it's a rare treat to buy products for service desk and imaging functions, then get inventory, reporting, software distribution and security in the bargain.

At St. Dominic-Jackson Memorial Hospital (St. Dominic), a 571-bed acute care facility in Jackson, Mississippi, the IT administrators saw it was time to switch to a new service desk for managing help-desk tickets. They also saw that, to handle their upcoming Windows 10 migration efficiently, they would need to automate the process of installing new images on hundreds of PCs in the main hospital's four buildings and in a dozen clinics statewide.

"We had a ticketing system called GWI," says Rudy Bracey, system administrator at St. Dominic, "but we wanted something we could customize to our needs and use in different departments. Something that had features we could use for other things besides just managing tickets. And as for imaging, we were doing that manually. We would build and test an image, put it onto a USB drive and deploy it machine by machine. If you wanted to image several computers at a time, you had to have several USB drives."

SOLVING PROBLEMS WITH KACE

St. Dominic reviewed help-desk products from Remedy, ServiceNow and LANDESK, finally settling on the Quest® KACE® Systems Management Appliance (SMA) because of its reporting, inventory and IT asset management features. And, because nobody looked forward to using a USB drive to image hundreds of PCs from Windows 7 to Windows 10, the hospital also invested in the KACE Systems Deployment Appliance (SDA).

Bracey's team was pleased that the SMA offered not only the customization they needed but also extensive reporting that highlighted service desk data they had never been able to access before. They had always limited the previous ticketing system to IT requests, but when other departments, such as engineering, contacted IT about replacing their inefficient queues, Bracey's team quickly saw a new use for KACE. The old queues depended on email, special forms and

specific websites, and IT customized the service desk in the SMA to replace them. Now, users in a half-dozen departments besides IT can log in to the KACE appliance and create their own tickets for different issues.

"We've been able to access historical data, run through reports and streamline operations with our desktop support team," says Bracey. "The SMA has made life a whole lot easier. We can see asset information and software details, down to the version. I mean, it's been the ultimate timesaver. With the SDA, we save about 30 minutes on each machine, we can image multiple machines at one time and, instead of one image on a USB drive, we can choose from several different images. That lets us tailor the configuration we push to different departments, teams and groups."

Bracey is using a novel feature of KACE to upgrade computers that are not connected to any network. The SDA offers the option to create a bootable USB flash drive image of any deployment. To upgrade unconnected machines to Windows 10, Bracey creates that bootable image, takes it out to the clinics in which the computers are located and performs the upgrade manually.

USING KACE TO KEEP UP WITH HEALTHCARE IT TRENDS

St. Dominic's IT department has continued to find new uses for features in both the SMA and the SDA.

"Security is a big deal in healthcare, and KACE helps keep us compliant."

*Rudy Bracey, System Administrator,
St. Dominic Hospital*

PRODUCTS & SERVICES

VIRTUAL APPLIANCES

[KACE Systems
Deployment Appliance](#)

[KACE Systems
Management Appliance](#)

[Professional Services](#)

“Compliance with the Health Insurance Portability and Accountability Act (HIPAA) played a big role in our decision to go with KACE,” says Bracey. “Security is a big deal in healthcare, and KACE helps keep us compliant. For example, we can enforce security policies by disabling USB ports so nobody can copy data off a PC. And when we find out that a certain program contains a vulnerability, we can use the SMA to see which computers have that program installed. I’ve even used KACE to go out and uninstall a vulnerable application from every computer that was running it.”

The user base for the SMA is diverse. Doctors and nurses form the biggest group of end users, of course, submitting tickets from patient rooms, nurses’ stations and anywhere an IT-related need arises. St. Dominic also has about 40 applications analysts who are actually nurses supporting different software applications in the hospital. Other departments, such as engineering, also use the SMA to submit tickets related to physical plant and patient safety.

FREED UP TIME TO ADD REAL BUSINESS VALUE

Bracey’s other ongoing priorities include the Windows 10 migration and an electronic medical records project that has been in progress for several years. As the KACE® admin, he has been able to spend more time on those and on projects such as software distribution that IT doesn’t use as much as they could. As most of their environment is now virtual, there hasn’t been much need to push out software or have users go out and download it. But Bracey wants to automate software distribution so that, when necessary, his team can do it through the SMA.

Bracey notes that using KACE has freed his team up for innovative projects with a real impact on the business. “When we rolled out our recent project to all of the clinics,” he recalls, “we had to purchase, configure and deploy a lot of new equipment. I was able to use the SDA to create an image with our new applications, then push the image to the new machines much more quickly. With

the time we saved, we prepared thin clients, the virtual environment and all the scanners, printers, bar code scanners and other devices needed in the clinics. The KACE SDA was a lifesaver. We didn’t get bogged down installing applications and configuring desktops.”

The KACE Go app and easy browser access let the IT team handle issues when they’re away from their desks, saving even more time.

VALUE BEYOND THE PRODUCTS

St. Dominic engaged KACE Professional Services for a week of on-site training and implementation assistance. Bracey had a consultant walk him through the products to set up the service desk and show him how to customize it. He has attended a KACE Backyard Boot Kamp, where he benefited from hours of step-by-step instruction in getting the most out of the products, and KACE UserKon, the annual user conference, where he gets previews of new features and a deep dive on existing ones.

“I’ve found those useful,” he says. “Our main reasons for going with KACE were ticketing and imaging, but we’ve ventured off and discovered so much more. The reporting, inventory, security and other functions in the SMA and SDA have been huge for us. We can go in and get information on all our devices, including what’s running on them. We couldn’t do any of that without KACE.”

ABOUT QUEST SOFTWARE

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple to use, and they deliver unmatched efficiency and productivity. Combined with Quest’s invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

“The KACE Systems Deployment Appliance was a lifesaver. We didn’t get bogged down installing applications and configuring desktops.”

*Rudy Bracey, System Administrator,
St. Dominic Hospital*

[View more case studies at Quest.com/Case-Studies](https://www.quest.com/Case-Studies)