1E

How an expanding healthcare provider is Leveraging 1E for Automated Processes

"1E solutions cut down our integration process by 45 minutes or more per device, releasing any on-site technicians to troubleshoot and tackle higher-value tasks"

Overview

This healthcare provider is on a mission to improve healthcare in America, serving one million patients across a national footprint of facilities.

The organization began using 1E in 2019 as part of its migration from Windows 7 to Windows 10. Once the team saw what 1E could do in their IT environment, they started to explore its other capabilities to drive forward future projects and solutions.

1E sat down with the IT team to learn more about their 1E journey to date.

Read on to discover:

- ▶ How 1E enabled endpoint transparency, unlocking user experience insights and allowing faster remediation

- ▶ The impact of automation on complex facility integrations, dramatically reducing the time and resources required to onboard new centers

- ▶ Intelligently predicting bottlenecks, closing the communication gap between users and IT, and automation

The Journey to Automation

The IT department was used to being very hands-on in their approach to integrations. The team had a task list to complete manually each time a new remote facility needed to integrate.

The manual integration process required multiple physical handlings of each device at the new site to convert and join the organization's network – a process that's now entirely automated thanks to 1E and a custom instruction set developed by 1E. Manual domain integration was needed on each individual PC where each instruction set would have to be run through.

Each site has up to 80 devices to integrate and the manual processing meant a significant amount of time and staff resourcing was devoted to each; usually working out of hours and at anti-social times of day. Multiple sites could not be onboarded simultaneously, and technicians were required to be on site to copy across data and manually move over switches and firewalls, for instance, usually over the course of a weekend.

"Before 1E, we were spending considerable time and resources on simple integration processes every time a new site was acquired…. Now, 1E is like having a virtual technician standing in front of the PC at the time of execution, making each integration project a fast and accurate rinse-and-repeat solution."

Improving the Digital Employee Experience

This healthcare provider's IT team first used 1E to manage its Windows 7 to Windows 10 migration. Having seen it at work, the IT department chose to deploy 1E for user experience reporting and remediation. Now, the team is able to focus their attention on accurate performance data and get out in front of any user issues with 1E Experience Analytics. It allows the IT department to adopt a more proactive approach across the IT environment.

With 1E's Employee Sentiment, the organization has been able to gather feedback to review performance and effectively improve digital employee experience, rather than relying on user reports and tickets to inform decision making. "The team can look at all-time trends, or 90-day or even seven-day trends to identify any loss or degradation".

As well as endpoint management and improving the user experience, 1E also allows the team to automate most of its remote integration projects, relying heavily on 1E's Content Distribution capabilities, peer-to-peer content and data sharing between workstations, reducing the bandwidth needed in remote locations.

Shift Left

"1E solutions cut down our integration process by 45 minutes or more per device, releasing any on-site technicians to troubleshoot and tackle higher-value tasks… Each facility has up to 80 machines giving us scalability; the more devices at the location, the more time we save with 1E."

The team is now able to integrate more than one site at a time, at a rate of more than one a week – a dramatic increase on previous timescales. "A virtual technician doesn't need to take breaks; 1E can work round the clock". That's allowed the IT team and attention on ore strategic projects or solve larger issues.

With a custom 1E instruction set built specifically to enable facility integration projects by 1E, the IT team is able to achieve enormous time savings and reduce the physical staff resources needed on-site.

"The business is growing and we are looking for tools that can grow with us, while consolidating the number of tools we use where possible, so we are excited about what 1E can do as we move forward."

Technicians have reported that some locations, which would have typically required days to integrate, are now often wrapped up in a single evening, thus giving them time back to focus on non-workstation tasks while on-site.
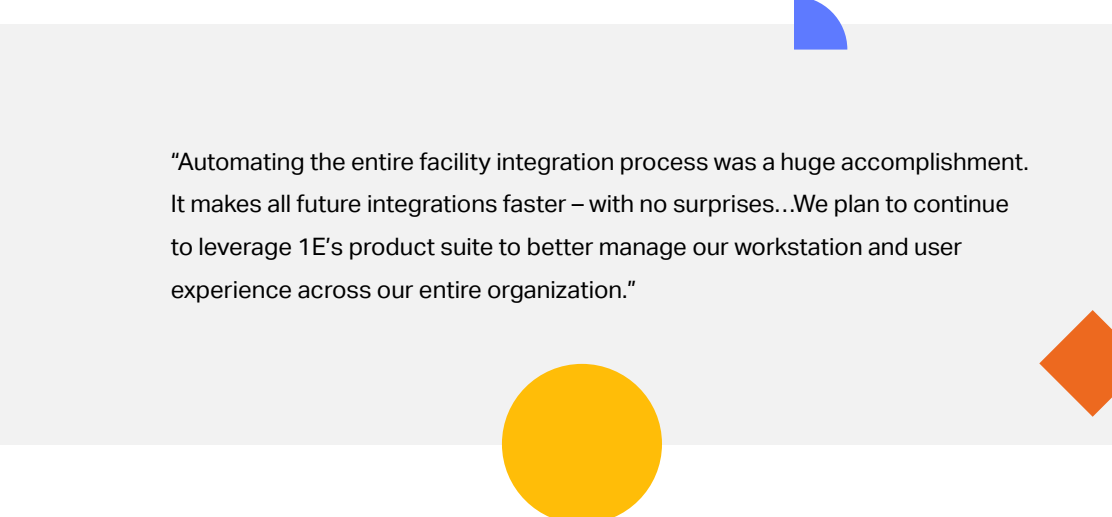
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Proactive Remediation

The next project for this organization is looking how to leverage 1E Employee Experience and ITSM modules that integrate with ServiceNow to facilitate better user reporting when an issue hits. By improving communication channels, the IT team hopes to gain further valuable insight into user issues as well as creating awareness of known issues in the process of remediation or investigation.

Additionally, they plan to use 1E to better predict bottlenecks or hardware issues in combination with specific applications or workloads, facilitating better scaling decisions. 1E solutions will continue to be used to identify and remediate vulnerabilities and workstations falling outside of compliance, implementing 1E's automation to ensure they remain secure and in line with the rest of the organization.

"Automating the entire facility integration process was a huge accomplishment. It makes all future integrations faster – with no surprises…We plan to continue to leverage 1E's product suite to better manage our workstation and user experience across our entire organization."

The 1E platform helps IT teams improve end user experience, tighten security, reduce costs, and evolve IT Operations from cost center to strategic enabler.

See what's to love about 1E in action – **book a demo.**