



## CASE STUDY

# Cost-Efficient Productivity Solution for a Growing Home Health Service Provider

## Background

A home health service provider servicing the greater Chicago area was experiencing rapid business growth but the company's technical infrastructure lagged behind its professional services capabilities. MXOtech was brought in to upgrade them from a contracted hosted POP solution to a proprietary hosted Exchange solution.

The health services provider's nurses were also experiencing difficulty in entering billing information from the field. New solutions were required to increase productivity throughout the organization to support its larger base of customers and activities.

Upgrading a company's technical infrastructure to keep pace with rapid business growth through better technology and new productivity solutions.

## The Approach

MXOtech conducted site surveys to get an understanding of the current network configuration and the company's new needs. The new network architecture was designed and submitted, and working with the company's managers, precise solutions were engineered to address and correct numerous problems.

With the implementation of the Exchange server, the company was moved from a peer-to-peer network to an Active Directory domain-based network. To correct the nurses' billing problems, MXOtech implemented a home health care software application.

Other new improvements included a three tier backup system for utilizing Shadow Copies, and onsite and offsite backups. A Blackberry Enterprise Server was installed so remote users could have access to e-mail, calendar, contacts, tasks, and notes 24/7.

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## Results

With the installation of the home health care software application, productivity has increased exponentially. Nurses are able to enter patient and billing data onsite and office staff is able to instantly respond.

New laptops for the nurses enhanced communication between office and in-field staff, creating a more in-touch work environment.

Cost efficiency increased due to elimination of monthly recurring charges to the contracted hosted pop provider.

Staff productivity increased through improved, secure access to Exchange e-mail from anywhere using Outlook Web Access, RPC over HTTP(S), and Blackberries.

Data is secure with the three tier backup system implemented. If file, server or site were to fail, the backup would be available to restore data.

File access is secured with the use of Active Directory thereby preventing unauthorized data theft.

Greater Office Efficiency

Faster Staff Responsiveness &  
Productivity

Increased Cost Efficiency

Improved Data Security

## Technology

- **Network:** The network is centered on the Microsoft Small Business server which provides e-mail hosting, Active Directory, file sharing, and print sharing services.

Exchange Server 2003 provides e-mail, scheduling, task management, and a central repository of notes.

- **Backups:** Backups are run daily with an archive of one month. MXOtech recommends a three-tier backup system utilizing an onsite backup, Shadow Copy, and an offsite backup.

- **Mobile Access:** Blackberry Enterprise Server provides mobile access to Exchange e-mail, calendar, contacts, task list, and notes.