

# Optimizing healthcare business and IT operations



Real-world experiences from five healthcare organizations



# Introduction

Get real-time insight into your network, data center, and facilities.

Seamlessly monitor patients, data, devices, and your network to keep what matters most safe. Make decisions that improve uptime, enable faster deployment for devices and applications, and increase savings of time and space.

This may not be how your healthcare organization operates today, but it could be.

In order to keep up with the rate of change, healthcare needs to transform. This evolution is propelled by shifting patient, caregiver, clinician, and staff expectations across the continuum of care. The new normal demands IT-driven experiences—mobility, IoT, reliable EHRs, and technology integrated seamlessly into workflows—coupled with operational needs to reduce costs, be flexible, and maintain quality care.

For IT and business operations, it all comes down to the bottom line.

Health IT innovations hold a lot of promise for improving care, but this transformation needs to be supported by systems that maximize efficiency, reduce waste, keep costs down, boost staff productivity, and automate your network. Read on to learn what is at stake and how Cisco is helping five providers today.



# Children's Hospital Los Angeles

Children's Hospital Los Angeles (CHLA) provides pediatric health care and helps patients more than 528,000 times a year in settings designed just for their needs. As one for the first hospitals in the world to try intent-based networking, this smarter way of working will let the network do the tough job of setting up new machines on its own—reducing the workload of IT staff. Profiling devices and ensuring they are secure is top of mind.



Los Angeles, California, U.S.



5,200 employees

Challenge	Solution	Results
<ul style="list-style-type: none"> <li>▪ Configuring growing number of connected medical devices</li> <li>▪ Profile and secure connected devices</li> </ul>	<ul style="list-style-type: none"> <li>▪ Intelligently identifying devices as they are brought on to the network and determining which security profile they should have with <a href="#">DNA Center</a> and <a href="#">SD-Access</a></li> <li>▪ End-to-end Cisco solution recommendations for hospital's executives by working with <a href="#">Cisco Advanced Services</a></li> </ul>	<ul style="list-style-type: none"> <li>▪ Quickly and effectively defined policies, which has cut out manual effort to analyze devices and determine where they go</li> <li>▪ Ability to adapt and keep up with explosion of new devices</li> </ul>



“With the new network, bring whatever you want to bring. We'll have that level of confidence that we will be able to create those profiles and those understandings of any device.”

“Children's Hospital really wants to ensure that we move the needle on technology. This isn't early adoption. We finally have solutions that will meet our needs.”

Troy Veilleux, CTO  
Children's Hospital Los Angeles

# London Health Sciences Centre

London Health Sciences Centre seized the opportunity to streamline workflows and improve communications between multidisciplinary healthcare specialists. Moving to digital healthcare is helping London Health Sciences obtain more detailed, consolidated information concerning patient care journeys. This creates opportunities to improve clinical workflows and continue to enhance in-patient care.



Ontario, Canada



15,000 employees

Challenge	Solution	Results
<ul style="list-style-type: none"> <li>▪ Help medical teams collaborate and work more efficiently</li> <li>▪ Improve care at bedside</li> <li>▪ Reduce travel</li> </ul>	<ul style="list-style-type: none"> <li>▪ Providing fast, secure access to clinical data and expertise with <a href="#">Digital Network Architecture</a></li> <li>▪ Improving bedside care with Cisco <a href="#">Switching</a> and <a href="#">Wireless</a></li> <li>▪ Boosting medical expert collaboration and productivity using <a href="#">Cisco Unified IP Phones</a>, <a href="#">Jabber</a>, and <a href="#">Webex</a> technology</li> <li>▪ Simplifying IT management securely through <a href="#">Cisco Prime Infrastructure</a></li> </ul>	<ul style="list-style-type: none"> <li>▪ Linked insight into patient journeys and clinical workflows with connected staff</li> <li>▪ Improved drug administration accuracy by 40 percent</li> <li>▪ Released doctors to spend more time with patients</li> </ul>



In two years, we've grown from 2,000 mobile devices to over 10,000. Cisco DNA helps ensure device growth drives innovation, not extra administrative burden."

Dave Schned, Integrated Director of IT Infrastructure  
London Health Sciences Centre

"Our Cisco network brings it all together. Having a solid platform for digital healthcare is vital. We're able to work more efficiently, flexibly, and securely, and deliver better outcomes and quality of care to our patients."

Glen Kearns, VP of Diagnostic Services and CIO  
London Health Sciences Centre

# Mercy

Mercy is one of the largest Catholic healthcare systems in the United States, serving millions of people throughout Arkansas, Kansas, Missouri, and Oklahoma. Mercy includes 45 hospitals and more than 700 physician practices and outpatient facilities with a commitment to develop healthier communities.



Chesterfield, Missouri, U.S.



40,000 employees

Challenge	Solution	Results
<ul style="list-style-type: none"> <li>Use information and communication technology (ICT) as a way to provide consistently better care</li> <li>Be ready to support any new technology that can transform how patient care is delivered and help save lives</li> </ul>	<ul style="list-style-type: none"> <li>Connecting hundreds of locations to electronic medical records for uninterrupted healthcare with <a href="#">Cisco UCS</a></li> <li><a href="#">FlexPod</a>-integrated architecture delivering simplified management and high scalability to support innovative healthcare services for patients and clinicians</li> <li>Reaching more patients with virtual healthcare and monitoring systems using <a href="#">Cisco Unified Communications</a></li> </ul>	<ul style="list-style-type: none"> <li>Concentrated IT resources because of consolidated EHR record storage, enabling a 50% increase in virtual server count without expanding staff</li> <li>Simplified IT management by increasing automation</li> <li>Ability to offer Epic as a cloud-based service to other healthcare organizations because of reliable infrastructure, creating a net-new revenue stream</li> </ul>



“It’s not good enough to have data that is one day old, two days old, or a month old. It has to be real time. And to be able to do that, you have to have the infrastructure that can provide the performance to deliver on that goal.”

Gill Hoffman, CIO  
Mercy

“When we made the big bet on Epic, we decided to make the big bet on infrastructure. Cisco was a key turning point for our success.”

Scott Richert, VP of Enterprise Infrastructure Services  
Mercy

# Meander Medisch Centrum

Meander Medisch Centrum (Meander Medical Center, or Meander) is a hospital based in Amersfoort with branches in Baarn, Barneveld, Leusden, and Nijkerk. Voted the best hospital in the Netherlands in 2015, Meander is committed to providing the best possible patient care and expanding areas of treatment in which expertise is in high demand, such as oncology.



Amersfoort, Netherlands



3,300 employees

Challenge	Solution	Results
<ul style="list-style-type: none"> <li>Provide continuous care through centralized medical history tracking</li> </ul>	<ul style="list-style-type: none"> <li>Expanding current <a href="#">Cisco UCS</a> infrastructure by adding the flexible, easy-to-manage <a href="#">Cisco HyperFlex</a>, a hyperconverged platform that supports innovation and improves patient care</li> </ul>	<ul style="list-style-type: none"> <li>Rapidly offered new and expanded services to patients and clinicians by accelerating the deployment of new services by 400 percent</li> <li>Delivered flexibility, performance, and scalability to support business agility</li> <li>Reduced IT management time by up to 75 percent, while increasing server utilization by 40 percent</li> </ul>



“With Cisco HyperFlex Systems, we can respond much faster to business and application needs because CPU, storage, and network resources are independently scalable. It’s easy to adjust underlying infrastructure as workloads change.”

Paul Bauwens, IT Architect  
Meander

“Technology is transforming healthcare, and our partnership with Cisco will help us excel, expand, and grow.”

Frank de Reij, CEO  
Meander

# Inovalon

Inovalon is a leading technology company empowering a data-driven transformation from volume-based to value-based models throughout the healthcare industry. It helps to enable the assessment and improvement of clinical and quality outcomes and financial performance across the healthcare ecosystem.



Bowie, Maryland, U.S.



2,000 employees

Challenge	Solution	Results
<ul style="list-style-type: none"> <li>▪ Deliver isolated, secure, and HIPAA-compliant instances for each client's health-related data</li> <li>▪ Quickly modernize and scale private cloud capacity to its data centers to capture a growing market</li> <li>▪ Simplify IT so staff can focus less on infrastructure management and more on product innovation for its clients</li> <li>▪ Deploy cloud-based client products and services faster</li> </ul>	<ul style="list-style-type: none"> <li>▪ Deploying a pre-engineered, converged infrastructure based on Dell EMC Vscale Architecture to facilitate business growth and improve time to revenue</li> <li>▪ Providing software-defined, policy-driven automation using <a href="#">Cisco UCS Director</a> and <a href="#">Cisco Application Centric Infrastructure (Cisco ACI)</a> technology to speed client onboarding</li> <li>▪ Enabling a distributed database and data lake to scale data processing volume, speed, isolation, and security</li> </ul>	<ul style="list-style-type: none"> <li>▪ Deployed capacity to support two modern data centers in half the time versus a build-your-own solution</li> <li>▪ Tripled infrastructure without expanding IT staff by simplifying IT management so staff can focus on business growth and service innovation</li> <li>▪ Reduced time to deploy secure, cloud-based client environments by 50 percent</li> </ul>



“ We are spending less time on systems integration and management, and more time on innovation. We're moving to a DevOps model of continuous improvement, and we're creating agility and value that can be passed along to our customers.”

Faisal Khalid, Senior Vice President of Technology Solutions  
Inovalon

# Why Cisco?



## We can help you change the face of medicine.

Cisco is helping to bring innovations to life with the world's first enterprise-ready voice assistant and is using AI to keep up with ever-changing security threats.



## Cybersecurity is critical for survival. We've built it into all of our solutions.

Cisco's security solutions help increase visibility, identify vulnerabilities, and stop threats in their tracks—fast.



## When it comes to privacy and compliance, we've got your back.

With our deep understanding of the complex relationships between the technical and the clinical business, we can give you the tools to keep your patients' data private and can help you understand your unique requirements for responsible information management.



## We help you use what you have more effectively, optimizing your investments and expanding the possibilities.

Cisco Services works with healthcare teams worldwide to design, manage, and optimize some of the most sophisticated, secure, intelligent platforms for the digital delivery of healthcare services and operations.



## Together with our global ecosystem of partners, we make industry-leading healthcare solutions possible.

We partner with device and pharmaceutical manufacturers, hospital and research institutions, and start-up and multinational tech companies to provide the solutions you need to securely drive better business operations and patient care.



## Our global experience in healthcare is unmatched.

For over 20 years, we've been making innovation possible at more than 17,000 healthcare organizations in 118 countries.

## Learn more

Learn more about healthcare business and IT operations

[Foundations for IoT and connected healthcare](#)[Cisco DNA for healthcare](#)[DNA for healthcare – infographic series](#)[DNA in healthcare – video](#)[Cisco data center](#)[Data center in healthcare – video](#)

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