

# iPass Alleviates Administrative Pain for Georgia Medical Center

Device Management Automates Remote and Local PC Management for a Healthy ROI

**The Challenge:** Automating systems inventory and software distribution for local and remote systems

**The Solution:** Device Management from iPass

**The Result:** Comprehensive automated systems inventory; Software distribution & patch management, reduced deployment time of Adobe Reader from more than three days to two hours



South Georgia Medical Center (SGMC) is an acute-care hospital serving Southern Georgia and Northern Florida. This 335-bed facility offers a range of services, including diabetes management, medical imaging, physical rehabilitation, pulmonary care, women's health and specialized cancer treatment. Ensuring effective care for the medical center's patients requires around-the-clock access to information resources provided by 1,000 networked PCs in the medical center and another 300 systems spread across 15 remote sites.

## THE CHALLENGE

Medical professionals spend countless hours on their feet. Without the proper tools, the IT personnel who support them are relegated to the same grueling rounds. "With 15 people, it's really hard to manage 1,300 computers without automated inventory and software distribution—especially those in our remote sites," says Chuck Marshburn, manager of network services for SGMC.

South Georgia Medical Center lacked a comprehensive way to inventory hardware and software on its systems, as well as automate software distribution and patch management. Insufficient inventory capabilities made it difficult to remain in compliance with software licenses. According to Marshburn, "Our old solution could locate inventory upon system boot up, but you had to tell it which inventory you were looking for. It didn't provide any insight into rogue applications. Even when we could locate unapproved applications, we had to visit each system and manually remove them."

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WILL SOPER  
Systems Administrator, SGMC

SGMC also faced IT organizational challenges. Systems administration responsibilities were spread across three IT groups: A systems group maintained third-party healthcare applications from McKesson and other providers, a support team was responsible for manual software and hardware installations and an infrastructure group handled system patching. Further complicating matters was the fact that each group used different combinations of point management tools. Standardizing tools for all users would require a solution with broad capabilities that were very easy to learn and use.

## THE SOLUTION

In summer of 2005, Marshburn's team set out to cure its IT ailments by examining several systems management products. "We had just finished evaluating LANDesk's solution when I received a demo offer from iPass for Device Management. While the LANDesk product was functionally rich, it included features we really didn't need, and we were hoping to find a solution that was easy to use," recalls Marshburn.

Trusted connections. No compromises.





Marshburn's team installed the demo version of Device Management and was quickly impressed by the intuitive nature of the solution. Will Soper, systems administrator at SGMC, recalls his first impressions: "I was really impressed with the solution's smart package editor. Its point-and-click user interface doesn't require any scripting—you just drag and drop. It's so quick to assemble a package and get it deployed." Device Management also includes a library of pre-scripted commands, allowing you to add advanced functions to any package.

Although Device Management was designed for mobile systems management, it also includes strong capabilities for administering networked and remote systems. "This is one piece of software that we can use to do both local and remote systems management, and it does both tasks very well—especially software distribution," insists Soper.

Pricing was another a key decision factor. "The iPass solution was well within our budget," states Marshburn. "We were facing a time crunch with our budget cycle and iPass helped us quickly create the documents and contracts necessary to expedite our internal purchase process."

During the evaluation process, an iPass sales engineer diagnosed SGMC's systems management practices and determined a need to bring the organizational units and policies up to date within Active Directory. "Once these groups were cleaned up, it was easy to integrate our Active Directory settings into Device Management, avoiding the need to recreate or maintain separate user databases," informs Marshburn. One consistent database allowed us to use Active Directory to push the Device Management client onto all of our systems.

SGMC deployed Device Management within 23 days of the purchase. "On the actual day of implementation, our iPass sales engineer installed the full version, answered the few questions we had and was finished before lunch," reports Soper. "We basically learned to use the iPass solution during evaluation, so we didn't require additional training."

## THE RESULT

It didn't take long for SGMC to put Device Management to work. A new pharmaceutical system required bar codes to be printed

on all pharmacy orders. This capability required many systems to be updated with the latest version of Adobe Reader. In less than two hours, Will Soper created, targeted and deployed an Adobe Reader software distribution package to 175 PCs. "Without Device Management, this would have taken 27 man hours—and that's just for our local machines," says Soper.

Device Management is helping SGMC efficiently manage remote systems over slower WAN links. Advanced features such as priority controls, checkpoint restart and dynamic bandwidth throttling minimize the impact on IT staff and remote users. "Currently one support person is dedicated to managing remote sites. We're hoping this solution will free some of their time and cut down on the need for remote site visits," concludes Marshburn.

The medical center will soon use the iPass solution to manage recently deployed wireless PDAs in its pharmacy, emergency department, women's and children's center and cancer center.

Today, SGMC has one consolidated group that supports all systems administration and support tasks—and one tool that automates most of these processes. Put simply, when South Georgia Medical Center needed local and remote PC management, it brought in a specialist. And Device Management delivered.

## ABOUT IPASS

iPass Inc. (NASDAQ: IPAS) provides trusted connectivity services that help enterprises maximize their return on investment in workforce mobility. With flexible iPass connectivity, security and device management services, customers can build and manage their own broadband remote access solutions for mobile workers, branch offices and home offices. The iPass virtual network spans 160 countries and includes the world's largest Wi-Fi footprint. Founded in 1996, iPass is headquartered in Redwood Shores, Calif., with offices throughout North America, Asia and Europe. ■

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