

Background

Case Study | Susquehanna Health System

Founded with economy and efficient delivery of excellent healthcare to its community in rural North-central Pennsylvania, Susquehanna Health System (SHS) was formed in 1994 by the consolidation of three community hospitals. And it works – SHS can demonstrate savings of over \$105 million to date, just from the elimination of costly duplicative services. And what they do with those savings is as impressive as the dollar figure: they use the savings to fund free and low cost programs and services, and to keep inpatient costs down.

Critical to its community for jobs as well as for compassionate medical care, SHS is the region's largest employer, with more than 3000 employees. SHS admits approximately 13,000 patients annually to its 450 licensed acute beds, 22 bassinets or 139 long-term care beds, and provides same-day services at the Outpatient Center of Excellence to another 15,000 each year.

SHS doesn't shy away from advances that make them more efficient and better able to serve the community, and IT is a high priority, as is evidenced by the fact that the SHS was named one of the 100 Most Wired Hospitals and Healthcare Systems by *Hospitals & Health Networks*, the journal of the American Hospital Association. SHS depends heavily on its Information and Technology resources – its department of Information Technology manages 2000 PC's for use by its 3000 employees. Like most healthcare systems, SHS requires that its network be up and running 24/7. Any downtime can severely hinder the staff's ability to deliver high quality patient care and to perform back office operations properly.

The Challenge: In Comes the Blaster!

In September of 2003, the MS Blaster Worm, causing systems to crash and the network to slow considerably, hit SHS hard. To clean it up and get systems back in working order would require disk clean-up and the installation of security patches across the entire network – a time-

prohibitive process, to say the least. With only 10 technicians on staff, the SHS IT department recognized that it would be unable to accomplish a full eradication of the MS Blaster worm from the network using a manual solution.

The Solution: Looking for the Ultimate fix

Robert Van Allen, Susquehanna Health Systems Network Technician, knew immediately where to go for a solution to the patch deployment challenge – ScriptLogic. "We had planned to evaluate ScriptLogic months ago, but just didn't get to it until we faced this crisis with the MS Blaster worm," said Van Allen.

Still in the ScriptLogic free trial period, SHS staff worked with ScriptLogic's technical support staff to do some customization on ScriptLogic Enterprise that was necessitated by the unique environment at SHS. Custom scripts were developed in order for SHS to automate the software deployment

feature in ScriptLogic; this was due in part by SHS's unique registry settings. Once that was done and ScriptLogic was up and running, it took only two days to repair the damage that had been done by the MS Blaster Worm.

"With ScriptLogic and its world-class support, we were able to eradicate the Blaster worm by deploying the MS Blaster patch to every one of our 2000 PCs over the course of just two days," added Van Allen. "That's something our 10 technicians just never could have accomplished on their own, running from PC to PC."

The Benefits: From 'Trial by fire' to Loyal Customer

Following a successful trial period in the midst of the MS Blaster Worm crisis, SHS purchased a 2500 seat license to deploy system wide. "ScriptLogic was the perfect cure for our infected network and is now a critical component of our preventative maintenance program," said Van Allen. "We were blown away by ScriptLogic's responsiveness – the support we received from their team during the trial period sealed our decision to proceed with a full deployment."

Now that their installation is complete, SHS has put ScriptLogic to work to centralize multi-function administration of its Windows-based network, with logon scripting, group policies, and user profile management all accessible via the intuitive, point-and-click management console. SHS network administrators are able to automatically deploy software such as anti-virus updates and MS software patches, to each of its 2500 workstations. Van Allen and his colleagues in the SHS IT department now

use ScriptLogic to run background antivirus checks on a daily basis, to enforce company policies within Outlook, to deploy service packs, and to distribute Legal Notices. They also now are able to use ScriptLogic to configure user settings on new computers and troubleshoot and deploy solutions to individual PCs without having to physically visit that desktop.

ScriptLogic saved SHS countless man-hours in the deployment of the MS-Blaster patch, and the benefits continue. Van Allen and the IT staff report that Help Desk calls and desktop repair 'have decreased dramatically since deploying ScriptLogic'. That's good news for Susquehanna Health System and, more importantly, for the community they serve, which will no doubt benefit directly from the savings, and from the health system's enhanced ability to provide compassionate, high-quality care in North-central Pennsylvania.

About ScriptLogic

ScriptLogic Corporation is a leader in network administration software for Microsoft Windows-based networks. ScriptLogic's award winning suite of products helps empower network administrators to proactively save time and resources. With 10,000 customer installations that include over

2 million desktop installations and 60,000 servers, ScriptLogic benefits any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida.

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