

## Prominent Medical Center Modernizes Insurance and Billing Applications

OpenText's HostExplorer® chosen as a cost effective and seamless solution to replace competing terminal emulator

### Industry

Healthcare

### Customer



### Business Challenges

- Manage shift from legacy SNA to TCP/IP-based solution
- Reduce ongoing maintenance expenses
- Replace terminal emulation solution with minimal costs
- Streamline software configuration across the enterprise

### Business Solution

- OpenText HostExplorer®

### Business Benefits

- Leverage existing terminal emulator profiles
- Improved productivity and efficiency
- Cost-effective, out-of-the-box solution
- Advanced centralized control and deployment
- No retraining needed
- Superior customer support

Staff at Saint Michael's Medical Center factor in the three "Cs" when it comes to HostExplorer®: cost, configurability, and customer support. HostExplorer's ability to mimic the functionality of most competitors, combined with world-class Connectivity customer care, allows for seamless deployment and advanced administrative control.

Saint Michael's Medical Center is a 357-bed regional tertiary care, teaching, and research center. Combining state-of-the-art technology, the latest diagnostic and therapeutic procedures, leading-edge research, and a network of highly qualified physicians, nurses, and allied health professionals, the hospital provides top-quality healthcare services delivered with compassionate care. As a result, there is a tremendous need to keep its people, systems, and data connected to ensure 24/7 information flow in a time-sensitive environment.

### The terminal emulation challenge

With the aggravation of yearly contract negotiations for their current terminal emulation software looming and the high costs associated with the renewal, Saint Michael's was looking for an alternative terminal emulation solution. Decision makers at Saint Michael's understood that intangible costs would have to play a big role in their decision moving forward. These costs include IT administration overhead related to the deployment and configuration of the new software, user retraining prior to rollout, increase in the volume of support calls, and loss in user productivity after deployment.

Mitzi Fant, Network Administrator at Saint Michael's, wanted to purchase a replacement software solution that offered low acquisition costs and a fast learning curve that would eliminate the need to retrain the entire organization. OpenText's Connectivity provided an overall contract offering with far more value, year over year, for a longer term. A three-year deal offered lucrative cost savings that were calculated to fit within their budget without having to yield to an expensive yearly contract.

Saint Michael's was presented with the Red Carpet Campaign, which offers customers a replacement PCto- host and web-to-host terminal emulation solution that is both high in business value and easy to migrate. It was exactly what Fant was looking for and immediately captured her full attention as a significant cost incentive for purchasing HostExplorer.

### HostExplorer: Cost-effective, out-of-the-box solution of choice

HostExplorer is a secured web-to-host and PC-to-host solution that facilitates access to business-critical information stored on legacy systems, such as mainframes and AS/400. HostExplorer offers a low-risk deployment strategy and a seamless integration path to organizations that are considering moving away from their current emulation solutions. The





***“One of the great things about HostExplorer is its configurability. Upon installation, our IT department had difficulty addressing the administration of the existing terminal emulation product because they had to manage the profile and settings for every computer. HostExplorer is an out-of-the-box solution that functions with minimal configuration and is much easier to deploy.”***

Herminio Navia, Director Clinical Applications, Information Technology and Services, Saint Michael's Medical Center

Red Carpet Campaign helps bring down the initial acquisition cost by offering a flexible maintenance contract. HostExplorer is easy to configure and deploy to thousands of users. Also, thanks to the theme manager and keyboard and macro compatibility, users do not have to be retrained—in fact users don't even know new software is installed. Lastly, because the user experience in HostExplorer is configured to be identical to the current terminal emulation product, there is no loss in productivity.

Saint Michael's had owned and deployed their existing terminal emulation products for a while. However, they were on different versions that were purchased at a time when they were using SNA connections to the mainframe. When the decision was made to move all users to TCP/IP-based terminal emulation technology, Saint Michael's discovered that it was more expensive to convert and update all their licenses for their current products than to purchase a new and complete HostExplorer solution.

Given the current global economic environment, they were curbing expenditures by looking into reducing expenses related to maintenance. Saint Michael's understood that a project as complicated as a company-wide terminal emulation product replacement involved many factors and costs--software acquisition, maintenance, and IT administration to name a few. Along with this exorbitant overhead was the expected downtime in user productivity as a result of time spent during the implementation stages.

Not only did the Red Carpet Campaign allow them to take advantage of competitive pricing, Herminio Navia, Director Clinical Applications at Saint Michael's Medical Center concludes, “The bottom line is that HostExplorer is more affordable than our previous emulator, easier to configure, and has more features and options—many of which we still have yet to explore. Its cost and licensing structure also helped with the decision-making process.”

### **Ease of migration and centralized deployment**

The HostExplorer Migration Wizard allows for an easy migration path that converts all existing profiles and macros automatically, thereby eliminating the need for training, which reduces downtime.

Fant felt HostExplorer's claim to fame was its configurability. “HostExplorer contained all the features that all of our staff depended upon to complete their day-to-day tasks and presented them in a format that is both familiar and intuitive to our users.” While the software is easy and intuitive to use, HostExplorer also offers a comprehensive feature set that allows power users to customize virtually every aspect of the emulator from color, keyboard, menus, settings, toolbars, hotspots, and right-click context menu. This configurability was vital for Saint Michael's to ensure a seamless, risk-free migration. “We needed the functionality of keystrokes that our end users are familiar with and the ability to map certain keys that everyone was used to,” says Fant.

Fant attested to the stunning results of this feature. “When it was deployed to our IT department, doctors, nurses, finance, and human resource staff, there was no visible difference.”

Additionally, HostExplorer allowed their Desktop Support Group to use tools like Sconfig to customize the setup program so that not only was the application installed with only the components that Saint Michael's needed, but the pre-canned installation also distributed the previously configured profiles, macros, keyboard files, and other settings to every desktop—all without having to configure each user's workstation.

“A competitive advantage for HostExplorer is centralized deployment... all of HostExplorer's settings can be configured ahead of time and deployed along with the software. This is a big deal for Desktop Support,” emphasizes Navia.



Within a month of downloading the evaluation, Saint Michael's knew exactly which vendor they wanted, and HostExplorer demonstrated through its configurability and deployment that it was the right solution for their organization. While mitigating risks and minimizing business disruption during the deployment process, HostExplorer was incorporated immediately into their organization.

"Due to the outstanding support we received and the exceptional selection of configurable options that HostExplorer offered, we eliminated the other vendors," Navia proclaims.

### Superior support network

The current market and economy demand high-quality product support as organizations make purchase decisions based on more than just price.

Fant describes, "We have a host of different third-party applications that our staff uses, such as insurance verification and billing applications, and therefore it was imperative for HostExplorer to work with our insurance and billing applications." She adds, "Customer Support and Systems Engineering were very accessible and made the time and effort to get on the phone with us and even assisted the third-party vendors. They provided the feedback and support we needed to get our systems up and running." HostExplorer, as an entrusted and solid product, immediately earned the confidence of Saint Michael's with no onsite visits or hands-on technicians. Fant recalls an extremely tight schedule that did not allow for an OpenText onsite visit. To address the time constraints, HostExplorer was installed and deployed through a series of phone calls, web conferencing, and emails. In the process, Customer Support proficiently managed and prevailed over tough technical requirements while integrating vital third-party applications that were required to work with HostExplorer.



### HostExplorer: Leading the pack

Organizations nowadays have a roadmap to acquire and retain solutions that have versatility, longevity, and a solid reputation backed by history—especially at a time when user needs are rapidly changing in the workplace as technology evolves. For state-of-the-art medical centers like Saint Michael's, HostExplorer meets these requirements in terms of cost, configurability, and customer support. At Saint Michael's, HostExplorer now runs seamlessly in the background while staff continue their day-to-day tasks without any disruption at their workstations; business carries on as usual in a critical sector of the medical industry where saving lives is paramount. "HostExplorer will always have a niche in our company," claims Navia, referring to its high business value today and its integral contribution to their success tomorrow.

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