

University Health Network Embraces IT Outsourcing to Achieve Strategic Objectives

University Health Network (UHN) is a major landmark in Canada's healthcare system and a teaching hospital of the University of Toronto. UHN builds on the strengths and reputation of four hospitals to bring together the talent and resources to provide exemplary patient care, research and education. A provider of clinical IT services to the Ontario Government, UHN is regarded as Canada's leading research academic hospital.

Challenge

UHN depends on information and communications systems to support patient care, teaching and research. The organization needed to expand its IT outsourcing approach to better enable internal IT resources to focus on higher demand and more strategic areas. UHN was seeking a service provider that was collaborative, flexible and innovative. After months of evaluations, site visits and team interviews, UHN selected CompuCom as its strategic IT partner in 2010. CompuCom's proven track record as a leader in end-user outsourcing, combined with its reputation for service delivery excellence and deep experience serving the healthcare industry, were key differentiators.

Solution

UHN wanted a partner that would provide high quality customer service for day-to-day IT service management and a sustainable model that accommodates future growth. They found CompuCom's Integrated Infrastructure Management (IIM) solution to be the right approach for integrating UHN's IT services and gaining greater visibility across the IT infrastructure.

CompuCom manages a complete outsourced model for UHN, designing a multi-faceted solution for UHN that stretches across all three of CompuCom's service portfolios. In addition to service desk, deskside support, network management, and server management, including UNIX, Wintel, and Citrix, CompuCom delivers storage management, email and messaging utility, identity management, asset management and enterprise service and system monitoring. CompuCom supports over 18,000 end users, with more than 12,000 computers, printers and mobile devices and 600 servers. The service desk fields approximately 12,000 calls per month and achieves a greater than 90 percent first call resolution rate.

Outcome

Throughout this partnership, CompuCom has been able to reduce costs while simultaneously optimizing end-user productivity. CompuCom completed a successful and flawless transition to a new data center location, which included migrating 273 physical servers and 134 virtual servers while still achieving service level agreements (SLAs). According to UHN, CompuCom has achieved superior strategic governance.

Services Delivered

- Mobility & Device
- Workplace Services
- Service Desk
- Integrated Infrastructure Management
- Program Management
- Data Center Services
- Cloud Computing
- Network Services

Measurable Results

- Migrated 273 physical servers and 134 virtual servers while achieving SLAs
- Improved service levels and response times
- Optimized end-user productivity
- Performance improvements and error reduction
- Achieves greater than 90 percent first call resolution rate

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