

# Hospital with Canada's top-ranked I.C.U. rapidly accelerates Three Year enterprise changeover with innovative Zycom Technology solution

**CLIENT:** Kingston General Hospital  
(Kingston, Ontario)



## ZYCOM CORE COMPETENCIES ON THIS PROJECT:

- Systems analysis
- Asset management
- Hardware & network installation
- Application testing and support
- Training
- Project Management

**FEATURED TECHNOLOGY PARTNERS:**  
**IBM Canada and Lexmark**

## BACKGROUND:

Deploying advanced training and technology solutions, KGH delivers high quality patient care to more than 500,000 people in Southeastern Ontario. Located in one of the nation's leading hospitals, KGH's Intensive Care Unit (ICU) recently placed highest among Canadian teaching hospitals surveyed. Patients and their families cited the "completeness of information received" as one of KGH's particular strengths. Coupled with compassion and respect, KGH staff rely on a robust and reliable technology infrastructure to deliver the hospital's renowned patient care.

## OUR ASSIGNMENT:

- KGH identified the need to reduce hardware cost of ownership given numerous desktops and operating systems used throughout all hospital facilities and campuses
- Software applications were becoming outdated and less useful
- Conflicts between operating systems and hardware were common
- End-user support was difficult due to limited staff resources and Help Desk calls were unmanageable

## THE CHALLENGES:

- Very limited physical space available to store and accommodate both the existing desktop units as well as the new hardware required
- Limited in-house staff experience in managing an enterprise-wide changeover of this magnitude
- No tolerance for disruption to existing network and hardware systems during change-over

## OUR SOLUTION:

- **ADVISE AND DEVELOP** implementation solution for moving the entire enterprise to a common OS and desktop image file
- **TRANSFER STRESS AND RESPONSIBILITY** for asset management from KGH staff to Zycom Technology
- **DEVELOP AN INNOVATIVE OFF-SITE SOLUTION** that could be implemented incrementally - without the need for storing any new hardware on hospital premises
- **TAG, CONFIGURE AND TEST** all assets off-site by Zycom Technology
- **IMPLEMENT STANDARD IMAGE FILES**, deliver and install hardware, train staff and provide post-installation support
- **THIS SOLUTION MODEL ALLOWED ZYCOM TECHNOLOGY** to double the amount of hardware installed in Year Two and ensure stress-free installation in Year Three



For more information about Zycom Technology Inc., visit  
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