

ALPHEON DELIVERS COMPLETE IT TO SMALL AND MID-SIZE BUSINESSES IN A "GREEN" SOLUTION

Making Technology a Strategic Tool Rather Than a Distraction

The mission of Raleigh Pediatric Associates – to deliver the best patient care possible – depends on effective information technology (IT). "Our IT impacts our patients at every step," says Nancy Coggins, Practice Administrator. "From the first call, to patient check-in, and through all doctor and nurse activities, everything depends on how well our PCs, servers, and applications work." Raleigh Pediatric Associates has 100 desktop and tablet PCs and runs its practice on a comprehensive Electronic Medical Records (EMR) system. These tools are deployed across two sites and serve 110 employees. In addition to managing their existing IT, the organization needs to stay on top of IT developments. "We need to keep up with constant changes in technology in order to serve our patients and our employees," says Coggins. The company regularly upgrades tools, such as the EMR system, and adopts new tools that can improve patient care, increase productivity, and lower cost.

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Nancy Coggins, Practice Administrator, Raleigh Pediatric Associates

But Raleigh Pediatric Associates' expertise is in delivering excellent healthcare, not managing complex IT. As their practice grew and their technology became more complex, Coggins realized that managing their own IT was not cost-effective and was becoming a major distraction. In 2003, they outsourced all of their IT functions to Alpheon Corporation. Alpheon provides complete-managed IT services that allow small and mid-size companies to focus on their business while gaining more effective IT functions and lowering their overall cost.



What is Intel® vPro™ technology?

- Hardware-based capabilities that allow secure, remote access to desktop and notebook PCs virtually any time for maintenance, updates, and upgrades, and for diagnostics, repair, and remediation – even if the PC power is off, the operating system is unresponsive, management agents are missing, or hardware (such as a hard drive) has failed.¹
- Industry-leading performance through the Intel® Core™2 Duo processor, which is optimized for multitasking and next-generation software so that virus scans and other tasks can run in the background without bogging down user applications in the foreground.
- Impressive energy efficiency and energy management delivering "Green IT" through lower power consumption and cost.
- Ready for Microsoft Windows Vista,* including support for 64-bit applications² and the performance required for this intensive, multithreaded operating system.

Comprehensive IT Management that Improves Business

As with any potential customer, Alpheon began with a complete analysis of Raleigh Pediatric Associates' existing IT. "Our goal is to help our customers get more from their existing IT investment," says Greg Donovan, President and CEO of Alpheon. "We're not trying to sell a specific solution. So we take the time to understand what the customer's goals are, and then develop a technology strategy that will help them achieve those goals." Alpheon becomes their customer's strategic partner with a deep understanding of the customer's goals and challenges. "From the beginning, Alpheon took the time to learn about our practice," says Coggins. "They understand the needs of our business – how critical it is to keep things up and running." After this comprehensive analysis, Alpheon created Raleigh Pediatric Associates' network, installed all of their PCs and servers, and assisted with the integration of key applications. Alpheon now manages and monitors the entire infrastructure day-to-day to prevent problems and anticipate needs. "Not only does Alpheon manage it all, but they help us update and grow our technology carefully," notes Coggins. The result is cost-effective IT that supports Raleigh Pediatric Associates' delivery of great healthcare. "Alpheon lets us focus on caring for patients," says Coggins.

The reduced power consumption of Intel vPro technology-based PCs managed by Alpheon is saving Raleigh Pediatric Associates \$210 per PC per year.

Using Advanced Tools To Deliver Advanced Services and "Green" IT

One of the key elements of Alpheon's cost-effectiveness is their ability to comprehensively monitor and manage the IT infrastructure *remotely*, thus reducing costly service visits. They do this by using advanced management software and Dell OptiPlex* desktop PCs and Dell Latitude* laptop PCs based on Intel® vPro™ technology. The advanced capabilities of Intel vPro technology give Raleigh Pediatric Associates the energy-efficient PC performance they need to run demanding business applications while at the same time

enabling Alpheon to deliver better PC management with greater efficiency and cost-effectiveness. In addition to these benefits, Alpheon delivers a "Green IT" infrastructure that reduces power consumption and cost.

Alpheon's Intel vPro technology-based solution is bringing a number of significant advantages to Raleigh Pediatric Associates.

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Better IT support and lower total cost. Complete IT management from Alpheon brings Raleigh Pediatric Associates a much broader set of skills and resources (resulting in better outcomes) and utilizes economies of scale (resulting in lower overall costs). "Without Alpheon, we would have to hire at least two IT support staff," explains Coggins. With PCs based on Intel vPro technology as a foundation, Alpheon delivers a consistent, reliable platform that lets the company focus on patient care. In addition, Alpheon's services make IT budgeting much simpler and more reliable. "We know every month what our IT management costs are going to be," says Coggins. "In addition, Alpheon is looking ahead and anticipating upgrades, replacements, and new tools that we will need, so we can budget those in smoothly."

Systems that lower cost and make IT more "green" while supporting growth. Alpheon can power down Raleigh Pediatric Associates' Intel vPro technology-based PCs after hours automatically. Combined with the lower energy consumption of the Dell OptiPlex desktop PCs, the resulting power savings is \$210 per year for each PC. "The ability of Alpheon to power down our PCs after hours is very attractive," notes Coggins. "\$210 per year times 30 or 40 PCs is absolutely significant." At the same time, these PCs have the performance to run today's and tomorrow's demanding applications seamlessly. The included Intel® Core™2 Duo processors deliver 40% greater performance than previous-generation processors while also delivering excellent energy efficiency.

Greater reliability and uptime that minimize business interruptions. Using the advances of Intel vPro technology, Alpheon can monitor and manage Raleigh Pediatric Associates' PCs around-the-clock, 7 days a week, even if the PCs are off or their operating system is disabled! "Any glitches in our technology mean we can't give our patients the best care," explains Coggins. "Alpheon is able to remote into our vPro-based PCs and fix problems more quickly." Alpheon can also proactively watch for many developing problems and intervene before they negatively impact the end-user's workflow (or the entire business). When problems do arise, they can often be fixed remotely, without the cost and delay of a field service call and without interrupting the end user. "Faster response by Alpheon means that our employee doesn't have to sit on the phone for a long time or wait for a technician," notes Coggins.

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Nancy Coggins, Practice Administrator, Raleigh Pediatric Associates

PCs based on Intel vPro Technology also reduce interruptions caused by normal software updates and patches. "With vPro, we can install critical updates or patches overnight without interaction with the PC user," says Alpheon's Donovan. "Our customers enjoy less downtime and fewer interruptions." These PCs also allow Alpheon to proactively monitor network and PC conditions such as hard disk health, system temperatures, and memory usage. This helps Alpheon to identify and remediate many issues before they cause downtime. To Raleigh Pediatric Associates, the end result is a managed IT infrastructure that better supports their practice and makes them more productive.

Proactive security that protects critical patient and business data. In an environment where threats from viruses and malicious software are ever-increasing, Intel vPro technology enables Alpheon to *proactively* protect Raleigh Pediatric Associates. Alpheon can constantly monitor the PCs to ensure that critical security software is in place and up-to-date, without bothering the end user.

New capabilities that maximize effectiveness and prepare for tomorrow. Alpheon works closely with the vendors of Raleigh Pediatric Associates' critical software applications (such as EMR and Practice Management software) to make sure their hardware is compatible with software upgrades and new capabilities. Alpheon also plays an ongoing strategic role as they help define Raleigh Pediatric Associates' IT roadmap for the future. "Alpheon is constantly looking forward in terms of what we need to keep up," says Coggins. "In addition to talking together daily, we sit down quarterly to discuss what our needs are for the future." For example, Raleigh Pediatric Associates' EMR system is constantly evolving, and Coggins is looking forward to connecting it to other systems in her organization. "For any new capability, Alpheon makes the transition smooth and seamless."

Better Business Focus and Better IT

Alpheon's engagement with Raleigh Pediatric Associates is an example of how their comprehensive outsourced IT service can help businesses better focus on serving customers while improving their IT function and decreasing their impact on the environment. "Throughout our offices, with any issue, we can call Alpheon," says Coggins. "They know our business and infrastructure well. If it's a problem, they fix it quickly and our productivity doesn't suffer. If we have an idea for a new capability, they bring us solutions and options. I don't know what we would do without Alpheon!"

For More Information

For more information on the benefits of Intel vPro technology for small business, visit msp.intel.com.

For more information on Alpheon Corporation, visit www.alpheon.com.

For more information on Raleigh Pediatric Associates, visit www.raleighpediatrics.com.



¹ PCs with Intel® vPro™ technology include Intel® Active Management Technology (Intel® AMT). Intel AMT requires the computer system to have an Intel AMT-enabled chipset, network hardware and software, as well as connection with a power source and a corporate network connection. Setup requires configuration by the purchaser and may require scripting with the management console or further integration into existing security frameworks to enable certain functionality. It may also require modifications of implementation of new business processes. With regard to notebooks, Intel AMT may not be available or certain capabilities may be limited over a host OS-based VPN or when connecting wirelessly, on battery power, sleeping, hibernating or powered off. For more information, www.intel.com/technology/platform-technology/intel-amt/.

² 64-bit computing on Intel architecture requires a computer system with a processor, chipset, BIOS, operating system, device drivers and applications enabled for Intel® 64 architecture. Processors will not operate (including 32-bit operation) without an Intel 64 architecture-enabled BIOS. Performance will vary depending on your hardware and software configurations. Consult with your system vendor for more information.

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