



Business Needs

- Create a standardized, productive and efficient computing environment at DaVita's more than 1,300 locations, optimized for providing the essential services that its 103,000 patients need.

Solution

- LANDesk® Management Suite

Business Benefits

- Recognized a direct savings of \$400,000 for a Windows Service Pack deployment to 4,000 computers at about 500 different sites.
- Enabled the optimal utilization of IT resources for supporting more than 4,000 computers and their users.
- Provided faster helpdesk problem resolution and improved analyst-to-user interactions.
- Ensured software license compliance while saving money on license purchases.
- Increased overall user and helpdesk productivity through desktop standardization.

DaVita

Treating Desktop Users with Optimal Care

For patients diagnosed with chronic kidney failure, access to dialysis treatment can help enable an active, satisfying life. As the largest independent provider of dialysis treatment in the United States, DaVita Inc. serves more than 103,000 patients at its 1,300 outpatient dialysis facilities and acute units in over 700 hospitals spread across the continental U.S. DaVita has set its sights on becoming one of the greatest dialysis companies in the world. It is reaching this goal through a shared commitment to its mission and values, as well as through business operations and an IT infrastructure that leverages the efficiencies and productivity delivered by LANDesk® Management Suite.

Higher Efficiency and Reliability at a Lower Cost

DaVita has clinics in 42 states and the District of Columbia and processes vast amounts of information each day, ranging from patient and treatment records to the administrative functions found in any business environment. "Healthcare depends on information that can be interacted with either electronically or via paper," states Ken Peck, IT Director at DaVita. "At DaVita we have chosen to interact as much electronically as humanly possible to allow our team members to do their jobs in a more efficient fashion. With the help of LANDesk® Management Suite we have been able to accomplish that with a significantly lower cost and with a significantly higher reliability rate than would be otherwise possible."

"With a company our size I cannot imagine trying to keep all of our desktop and laptop systems up-to-date without a strong PC management tool," adds Mark Pierce, Vice President of IT at DaVita. "LANDesk has been the tool that allows us to update virus protection, operating system patches, and custom programs. Our support team also uses the remote control functions to facilitate the support process. It's a powerful tool for our environment."

Optimal Resource Utilization

Roughly 80% of the computers used at DaVita are distributed at clinics and remote offices in cities where no DaVita IT personnel reside. Supporting this type of infrastructure can create challenges for most IT organizations, but DaVita has been able to leverage the tools and services in LANDesk® Management Suite to easily, effectively, and promptly support all of its users, regardless of location.

This ability demonstrated itself clearly when DaVita needed to apply Windows 2000 Service Pack 4 to more than 4,000 computers at about 500 of its sites. With the assistance of LANDesk Management Suite, DaVita reached 80% patch penetration at its remote facilities within 30 days and completed the entire deployment within the following 30 days. But the speed of deployment was only one of the many benefits that DaVita enjoyed.

“LANDesk® Management Suite enabled us to avoid the time and expense that would have been associated with deploying the service pack manually,” Peck says. “With LANDesk Management Suite, we recognized a direct cost savings of \$400,000 on this deployment, not to mention the productivity savings we realized. It gave us the ability to better utilize our resources and we didn’t have to fly people out to remote locations. But perhaps most important, its reporting capabilities gave us the assurance that we had succeeded at applying the patch to every computer that needed it.”

Better Interaction, Faster Resolution

One of the driving forces that first caused DaVita to take advantage of LANDesk® Management Suite is the solution’s remote control capability. This powerful feature enables the helpdesk analysts at DaVita to better interact with users when they have a problem, as well as provide faster resolution to help users stay productive. “Remote control in LANDesk is a huge help for our team,” Peck says. “Our analysts can take control of a computer, show the user what the problem is, and fix it. As a result, we have the ability to more quickly and easily support our users.”

Ensured Integrity and Accountability

With integrity and accountability being two of the seven core values that DaVita embraces, the healthcare provider makes a conscientious effort to ensure that it stays in compliance with the software licensing agreements for its deployed operating systems and applications. “We have always been very careful to be compliant with our software licenses,” Peck says. “After we deployed software license monitoring in LANDesk, we discovered that in our endeavor to be compliant we had over purchased in some areas. LANDesk put us in a position where we could better monitor what software was deployed and actually being used. As a result, we not only have the ability to ensure compliance, but we can be more fiscally responsible in the process.”

Standardization

Many of the computers within the DaVita facilities are shared by multiple users, and often many of those users use different computers throughout the day. To ensure that users enjoy the same computing environment regardless of which computer they access, DaVita standardizes machine configuration and setup with LANDesk® Management Suite. “Standardization provides consistency for our users,” Peck says. “It lets a team member walk up to any PC in the village and use it the way they’re used to.”

Peck adds, “Standardization also brings efficiency to our helpdesk. It enables our analysts to narrow down and fix problems faster. For both users and analysts at DaVita, the level of standardization that LANDesk helps us reach ultimately results in greater productivity for the whole organization.”

Overall, DaVita has been very pleased with LANDesk Management Suite, as well as the responsiveness of LANDesk as a company and the direction it is taking with its solutions.

“LANDesk Management Suite has enabled DaVita to create a work environment that is optimized for how we want and need to do business,” Peck says. “For us, that translates into more efficiency in providing essential services to the people who matter most—DaVita’s patients.”



“LANDesk® Management Suite has enabled DaVita to create a work environment that is optimized for how we want and need to do business.”

— Ken Peck
IT Director
DaVita

This information is provided in connection with LANDesk products. No license, express or implied, by estoppel or otherwise, or warranty is granted by this document. LANDesk does not warrant that this material is error free, and LANDesk reserves the right to update, correct, or modify this material, including any specifications and product descriptions, at any time, without notice. For the most current product information, visit <http://www.landesk.com>. LANDesk software programs are not intended or licensed for and LANDesk specifically disclaims liability for use of the LANDesk software programs in critical control, hazardous or high risk activities.

Copyright © 2007 LANDesk Software Ltd. or its affiliated companies. All rights reserved. LANDesk is a registered trademark or trademark of LANDesk Software Ltd. or its affiliated companies in the United States and/or other countries. Other names or brands may be claimed as the property of others.

Each customers' results may vary based on its unique set of facts and circumstances. 1207/LP/JJ LSI-0697