

Customer Success



“ The physicians at Baylor have seen that BlackBerry has streamlined their communications and improved time management. ”

- Robbie Perez, Director of Core Technology Development

Organization: Baylor Health Care System is one of the nation's largest not-for-profit care facilities with primary care centers and practices, rehabilitation clinics, senior health centers and affiliated ambulatory service centers.

Industry: Healthcare/Life Sciences

Region: North America

Company Size: Large Enterprise

Type of Solution:

- Network and Systems Management,
- Business Intelligence, Workflow & Approvals

Solution:

- IC2 – Infrastructure Command by Ecutel®
- Custom Change Management Application developed in-house

Business Challenge

- Baylor Health Care System needed a wireless solution to satisfy multiple business needs
- Doctors needed to access email and calendar on the run and the IT department needed a solution to manage change requests remotely

Solution

- Baylor deployed BlackBerry® smartphones on the BlackBerry® Enterprise Server with BlackBerry® MDS and executives were provided BlackBerry smartphones with remote access to email and PIM
- Ecutel's IC2 application enables remote management of critical business systems
- A change management application, developed in-house using the Java™ Development Environment (JDE), gave the IT team the ability to receive alerts, review and act on change requests with BlackBerry® smartphones

Results

- Increased reliability of critical business systems
- Reduced need for 24/7 IT staffing
- Eliminated bottlenecks in approvals
- Mobilized staff for improved customer service

