

CASE STUDY:

SMITH Northview Hospital

Location:
Valdosta, Georgia

Size:
500 Employees (300
PCs)

Objective:
To remove the bur-
den of IT from hospi-
tal leadership and
improve focus on
patient care

From Constant Worry to Innovative Advantage: Nexxtep Transforms SMITH Northview Hospital's IT Infrastructure



SMITH Northview Hospital's current facility opened in 2002.

Shamb Purohit used to lose a lot of sleep when he had to handle technology emergencies in the middle of the night. Hospital technology was a constant worry on his mind, and support was only available 60 hours a week. Now, Shamb sleeps peacefully knowing that Nexxtep is taking good care of SMITH, and that they'll be there when he needs them, 24/7/365. The following are excerpts from an interview with Shamb, who serves as the hospital's Chief Financial Officer.

Why did SMITH decide to outsource hospital technology?

"We were growing so fast that we were not able to keep up with technology advancements. We needed to grow even further and make our technology more manageable. If we didn't outsource, we would have had to rebuild our IT structure, but we did not have the capability or technology to do that."

How does Nexxtep support SMITH on a day-to-day basis?

"Before it used to be a constant worry on my mind. Nexxtep has taken that burden from our leadership, which gives me the time to focus on growth

and opportunity for the hospital."

Why is Nexxtep the best option for SMITH?

"Managing IT internally involves using lots of internal resources and employee management. Nexxtep brings in a large pool of talent and IT operations run seamlessly even if an employee becomes ill or leaves."

How has Nexxtep been instrumental in SMITH's growth in the past few years?

"We can now focus on new opportunities rather than existing problems. We have expanded our information systems dramatically in the past few years, and it would have been very daunting without the help of Nexxtep."

What goes on in the weekly CIO Meetings?

"We meet weekly with members of Nexxtep's senior management to discuss any hardware, connectivity and software issues. We discuss how to resolve these issues, and we also evaluate new and upcoming projects. This concept has been emulated by other hospitals, because it helps them to resolve issues and grow at the same time."

Why is Nexxtep a smart option for SMITH's budget?

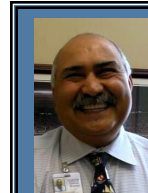
"Before we only had 60 or 70 hours of support a week. Now we have 24/7 support. Nexxtep manages the hiring and manages the employees. Our IT costs are mostly fixed, whereas before they were very unpredictable."

Solution:

- IT Outsourcing from Nexxtep Technology Services

Results:

- Efficient evaluation of current and proposed projects
- Strategic use of hospital funds
- 24/7/365 Monitoring and Availability
- Fixed, predictable technology costs
- Complete elimination of all security threats and viruses.



Why do you trust Nexxtep?

"It's simple enough— Because they deliver."

-Shamb Purohit, CFO