



Continuum Health Partners

A small IT staff at Continuum was spending too much of its time maintaining an outdated infrastructure, rather than working on strategic projects. Hiring Novell® IT Services to update and manage its environment freed up time for the IT staff to focus on improving security and user access.

Overview

Continuum Health Partners is a nonprofit hospital system in New York City that comprises five historically distinguished hospitals: Beth Israel Medical Center, Roosevelt Hospital, St. Luke's Hospital, Long Island College Hospital, and The New York Eye and Ear Infirmary. The organization operates more than 3,000 licensed beds, provides admitting privileges to more than 5,000 physicians and has more than 15,500 employees, making it the fifth largest employer in the New York metropolitan area.

Challenge

A key challenge for healthcare organizations is finding ways to access technology closer to the point of care. Doctors and nurses at a bedside need fast access to multiple applications to provide patients with timely care. Fast access to electronic information requires speedy user authentication and reliable systems.

In a fiscally constrained environment, Continuum Health Partners relies on outsourcing the management of much of its IT infrastructure. The organization wanted to find a new partner to manage key elements of its technology environment—one that

could make the most of its Novell environment by improving user access, desktop management and overall reliability.

Solution

Continuum Health Partners evaluated the possibility of moving its collaboration infrastructure to Microsoft Active Directory* and related products, but estimated that the conversion costs—as well as increased licensing costs each year—could add up to \$8 million. Instead, the organization hired Novell IT Services and Novell Consulting® to upgrade and manage its Novell environment more efficiently.

“The idea of hiring Novell experts to manage our Novell environment was a great one,” said Ken Lobenstein, CTO of Continuum Services. “We like the ability to get support and consulting expertise directly from the developer, rather than a third-party.”

“In three months, the Novell Consulting team stabilized our entire e-mail system and put us on a path to manage all our desktops,” continued Lobenstein. “To us, that felt like overnight. We’ve made more progress in the last few months than we had in the previous two years.”

Continuum Health Partners at a glance:

Large nonprofit hospital system in New York City

■ Industry:

Healthcare

■ Location:

United States

■ Solutions:

Novell IT Services and Novell

Consulting

Novell Security and Identity

Management

NetWare®/Open Enterprise Server

SUSE® Linux Enterprise Server

Novell GroupWise®

Novell ZENworks

■ Results:

- *Avoided the nearly \$8 million cost of migrating to Microsoft Windows*
- *Established a standardized, stable Novell environment*
- *Increased security and speed of access to critical applications*
- *Began automating most routine user management tasks*

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Ken Lobenstein

CTO

Continuum Services



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CTO
Continuum Services

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Novell IT Services maintains all e-mail, authentication, file, print and identity infrastructure for the organization’s six hospitals in Manhattan and Brooklyn, as well as 300 clinics. The Novell team also manages the Novell ZENworks® infrastructure used to manage and patch 8,000+ Microsoft Windows* desktops. Novell IT Services manages and monitors the Continuum environment 24/7/365 from its support center in the Utah Novell office.

“In the past, it might take us a few days to get a server back online—now a server gets fixed before we even know we have a problem,” said Lobenstein. “We have also eliminated our e-mail issues. I used to get several e-mail-related calls a day, but now may not get that many in months.”

Novell consultants are now helping Continuum to create a security and identity solution with Novell eDirectory™ and Novell Identity Manager to strengthen authentication. The IT staff will be able to automatically issue each user a single user ID and password which will increase security as users will no longer need to remember five to ten passwords. The staff will also be able to safeguard corporate data with the ability to immediately revoke access for employees who leave the organization.

“Without the ability to quickly provision and de-provision users, we could face serious HIPAA compliance issues,” said Lobenstein. “We had to fix the user authentication problem on both ends.”

Continuum has plans to integrate user identity information across 300–400 applications. Novell Identity Manager will automatically synchronize user information across the enterprise, eliminating manual updating and maintaining an accurate source of user information.

“Before implementing a Novell security and identity solution, there was no way for our IT staff to manually keep user information up to date in every system,” said Lobenstein. “Now it will be automatic and we’ll be free from routine administration.”

Results

Hiring Novell Consulting and Novell IT Services to upgrade and manage a more stable and efficient infrastructure helped Continuum avoid the nearly \$8 million cost of migrating to Microsoft Windows. The organization now has a reliable Novell infrastructure to provide consistent services to more than 20,000 employees and physicians.

Using Novell IT Services has freed up the Continuum IT staff to concentrate on implementing a much-needed security and identity solution. With this Novell solution, users will be able to access resources in 10 seconds or less with a single ID and password, and the IT staff will have automated routine user management tasks.

“With Novell IT Services, I can go back to my real job as a CTO, instead of being a data systems manager,” said Lobenstein. “I now spend my time building things that are important to our future, rather than just oiling the hinges on what we have today.”



Contact your local Novell Solutions Provider, or call Novell at:

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