

# Shared Medical Systems

Malvern, Pennsylvania



## Company Overview

Shared Medical Systems (SMS) is the leading developer of information solutions for health providers worldwide. With annual revenues of \$1.2 billion, the company helps more than 5,000 customers in 20 countries improve their quality of care, financial performance, and strategic position.

## The Challenge

SMS needed to rapidly increase the number of devices in its corporate training facility without growing the implementation staff. It also needed to maintain the same level of quality and customer satisfaction that SMS customers and employees demanded.

## SMS Helps Customers, Employees Keep in Shape with More Training Options

As the largest health care Applications Service Provider, SMS offers a full range of clinical, financial, and management applications. SMS creates new applications and upgrades each year to maintain satisfied customers and its industry leadership position. Employees and customers attend thousands of training classes annually to keep up with the newest features.

So how could SMS train more people on more applications without additional staff? How could the company gain PC-like performance and the “comfort” and familiarity of the PC—without the cost and time required for PC implementation? To meet this challenge, SMS adopted a Winterm™ thin-client solution from Wyse® Technology.

## Wyse Winterm Thin Clients.

### A Better Solution

“Wyse has the company stability and product direction that we were looking for,” said Lisa Margerum, SMS technical training manager and member of a review team that spent six months researching thin-client partners.

Margerum cited the close alignment of Wyse with Microsoft® as a major plus. “We intend to work with open standards in the industry, and we did not want proprietary devices that would limit our options.”

### Concerns Resolved

Although SMS was very excited about the time savings, rapid deployment, and ease of centralized administration and



**Smarter. Easier. Thinner.**  
Innovative Thin Clients from Wyse.

## Winterm Thin-Client Benefits

SMS rapidly deployed Winterm devices in its corporate training facility in Malvern, PA, enabling SMS to train more customers and employees on new healthcare applications. SMS also bundles Winterm terminals with SMS applications, selling them to customers as part of a total solution that guarantees performance from backend to desktop.

## The Solution

Winterm Windows-based terminals allow SMS to drastically reduce time for application installation and upgrade support, as well as lowering the cost of hardware maintenance.

## Results

SMS reports a 15- to 20-fold increase in maintenance efficiency over PCs. And Winterm hardware reliability has been greater than 99 percent, compared with typical PC reliability of about 95 percent. Thus SMS can train more customers on more new applications while saving in total cost of ownership.

## Architecture

- Winterm Windows®-based terminals
- Microsoft® Windows NT® 4.0, Terminal Server Edition and Citrix® MetaFrame® server software
- Compaq 5500R and 1860R Servers
- Quad 450 MHz and Dual 400 MHz processors
- 4GB and 2GB memory
- 30GB and 20GB disks

management Wyse thin clients deliver, the company was most concerned about the risk of a single point of failure. No problem. With the WyseWorks® Remote Administrator 3000, if one of SMS' terminal servers fails, another can be quickly selected to manage the terminals.

"WyseWorks Remote Administrator 3000 has the ability to quickly and efficiently send new configurations down to Winterm devices," said Gene Zacckey, senior education systems administrator for SMS. "If a server fails or I want to change the server used by a group of Winterm devices, I simply download a new configuration. I can reconfigure an entire classroom or multiple classrooms in less than five minutes."

### A Successful Installation

SMS had only three weeks to get its new corporate training center up and running. A delay in gaining occupancy meant that there was no leeway at all in implementing Winterm devices. But with technical support from Wyse and partner MTX, SMS met the challenge.

"It was an incredibly complicated move and we didn't miss a single training day or session," said Margerum. "Every system came up live on the opening day."

### Results

Now that desktop maintenance of Winterm devices is done remotely, SMS has seen a 15- to 20-fold increase in maintenance efficiency over PCs within the training center, according to Zacckey. "Installing a room of Winterm terminals took 1/7th of the time needed to install a room of PCs," he added, "and hardware failure has been less than 1 percent, compared to the typical 3 to 5 percent PC hardware failure rate we've seen."

From a training perspective, Margerum adds that Winterm devices have freed up valuable desktop space for her students.

"The more personal space they have, the better it is for everyone involved. Some of the thin clients we evaluated were almost the same size as PCs."

Using the Wyse terminals in the training classes also gives customers the chance to see firsthand how SMS applications work with the devices. For those customers seeking a total solution from one vendor, SMS will bundle the company's applications with the Wyse devices.

### Future Plans

"Our future plans include the ability to run more of our own and other company's software in our training rooms," concluded Margerum, noting Windows 2000 as one example. "We're continuing to expand as we create new thin-client applications capable of running on thin-client and PC devices."



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