

Case Study: Infrastructure Project



technology for people



Seattle Polyclinic modernizes and streamlines their IT infrastructure

Situation

The Polyclinic, a multi-specialty medical practice with four locations in Seattle, needed to increase IT efficiency and control costs by developing and implementing a plan to modernize and streamline the organization's IT infrastructure. An in-house project team worked with ESG consultants to assess system needs and identify the best solutions.

“Becoming a high performing IT organization required us to evolve and support new and innovative technologies. With the help and direction of the team at ESG we are able to meet this goal.”

Nancy King-Larson, MIS Manager
The Polyclinic

Solution

The ESG approach incorporates people-focused analysis, so that any solution that increases productivity also incorporates exceptional ease of use. Working with The Polyclinic project team, ESG consultants identified a number of projects to improve IT management capabilities in the areas of security, as well as communications access and reliability. Upgrades also included the deployment of new equipment, such as desktop PCs, and updated software packages.

The solution includes an Active Directory migration to complete configuration changes that were deemed necessary during the assessment phase of the project. After determining the SMS functionality required, ESG deployed Systems Management Server 2003, using a design that was created and documented to effectively integrate the old system and provide enhanced systems management capabilities. The Polyclinic's Exchange server 5.5 was upgraded by deploying Exchange 2003, which provided better access to communications, including greater security, availability and reliability. ESG implemented a Citrix Metaframe Server Farm to host the MISYS application, Microsoft Word, Excel, and Outlook 2003. The Metaframe farm was installed on servers running Windows 2003 Server and Citrix Metaframe Presentation Server XPe. ESG also implemented a Citrix Secure Access solution as part of The Polyclinic's secure remote access and Citrix strategy.

“The Polyclinic MIS department's ability to deliver client services has been greatly enhanced while at the same time dramatically improving their administrative control.”

David Wells, President
Enterprise Solutions Group, Inc.

About ESG

ESG is a trusted advisor to numerous medical organizations, providing innovative solutions for today's demanding healthcare needs.

Based in Seattle, ESG provides infrastructure and software solutions for companies of all sizes. ESG is a Microsoft Certified Partner in Advanced Infrastructure Solutions.

About The Polyclinic

With four locations in Seattle and more than 90 physicians representing most areas of medicine, The Polyclinic is the largest multi-specialty practice in the Seattle area. It features onsite laboratory services as well as outpatient surgical services. Its diagnostic capabilities include CT, breast MRI, ultrasound, and nuclear medicine.

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