



## Microsoft Software Asset Management Customer Solution Case Study



### Overview

**Country or Region:** United States

**Industry:** Healthcare

### Customer Profile

Located in Cambridge, Massachusetts, Youville Hospital and Rehabilitation Center is a nonprofit, long-term, acute-care facility that specializes in the care of adults with disabling health problems.

### Business Situation

Realizing a need for e-mail standardization and deficiencies in licensing, Youville Hospital and Rehabilitation Center initiated a full review of the hospital's software assets.

### Solution

Youville Hospital worked with Soft-Aid to conduct a Software Asset Management (SAM) consultation that included an inventory of software assets and review of hospital SAM policies and procedures.

### Benefits

- Reduced risk through licensing compliance
- Gained education on SAM best practices
- Qualified for a charitable licensing program
- Implemented an automated inventory program
- Improved software access policy

## Hospital Achieves Licensing Compliance and Learns of Licensing Discounts Through SAM

“One of the biggest benefits we have gotten from the Software Asset Management engagement is the knowledge that we have eliminated the risk for the organization when it comes to licensing compliance.”

*John Wilder, Director of Information Systems, Youville Hospital and Rehabilitation Center*

Youville Hospital and Rehabilitation Center in Cambridge, Massachusetts, is a not-for-profit, long-term, acute-care facility for adults. The hospital's newly hired Director of Information Systems needed to address e-mail system redundancies that were wasting time and causing frustration for many of the hospital's more than 600 employees. This concern, along with recently discovered software licensing gaps, persuaded the company to initiate a Software Asset Management (SAM) consultation. The hospital chose Soft-Aid, a Software Asset Management and Licensing Solution partner, to advise and guide it through the consultation. The hospital was pleased to discover that the SAM process enabled it to minimize risk through compliance, save money through more appropriate licensing programs, and the implementation of more efficient software acquisition and management policies and processes.



## Situation

Founded by the Sisters of Charity of Montreal in 1895, Youville Hospital and Rehabilitation Center is a nonprofit healthcare center dedicated to providing superior care for adults with disabling health problems. A member of the Covenant Health Systems, Inc., Youville Hospital employs more than 600 people.

When John Wilder, Director of Information Systems, recently joined the Youville Hospital organization, the position had been vacant for more than six months. The hospital was using a software suite that is standard in the medical industry and that included e-mail capabilities. Some hospital staff members were also using the Microsoft® Office Outlook® messaging and collaboration client. Because important e-mail was sent out on both systems, frustrated employees had to check both e-mail accounts daily. After determining that Office Outlook was more user friendly and provided more functionality, the hospital decided to move all employees to Office Outlook. Wilder was aware that the move would require additional Microsoft Exchange Server client access licenses for the new users.

Additionally, Wilder discovered through internal reviews that the hospital was inadvertently noncompliant in other areas of software licensing. Because that knowledge put Youville Hospital at risk for legal and financial liabilities, Wilder contacted Microsoft, with the intent of discussing licensing options that would best enable his team to bring the hospital to full compliance as well as move the entire Youville staff onto a single messaging environment.

## Solution

Working with Microsoft, Youville Hospital and Rehabilitation Center determined that its first step should be a Software Asset Management (SAM) consultation. The hospital chose

to work with Soft-Aid, a Microsoft Gold Certified Partner for Software Asset Management and Licensing Solutions, to conduct the SAM consultation. Soft-Aid deployed an inventory tool on the Youville Hospital's network. The tool used an automated discovery process to compile a precise inventory of software throughout the network.

"I was quite surprised and pleased with the level of detail and accuracy of the information I received," says Wilder. "The inventory tool identified all installed software, and made it simple for us to compare the list of installed software with the number of existing licenses and quantify the number of licenses that we needed." The hospital was pleased to discover that it qualified for the Microsoft Open License Charity program, which enables eligible nonprofit organizations to acquire multiple software licenses at reduced prices.

Soft-Aid also presented Youville Hospital with a detailed report at the end of the consultation. The report included the software inventory as well as recommendations for software asset management based on industry best practices and tailored to the Hospital's IT environment. "The education we received through the Software Asset Management consultation was extremely beneficial. The opportunity to have specialized SAM consultants come in and educate us is invaluable," says Wilder. The SAM report also included recommendations for implementing new policies for acquiring, distributing, and storing software.

## Benefits

Youville Hospital and Rehabilitation Center was able to inventory its software assets quickly and accurately through the Software Asset Management consultation. In addition, the SAM process helped Youville Hospital make a number of strategic changes in the areas of risk management, system efficiency,

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license purchasing, and software processes and policies.

#### **Minimize Risk Through Compliance**

Youville Hospital and Rehabilitation Center has reduced risk and potential liability because it is now compliant in all its software licensing. Wilder entered into the SAM engagement knowing that the hospital was underlicensed in a few areas. After obtaining a comprehensive inventory of the hospital's software, the hospital was able to confirm that proper licenses have been purchased for all the software installed on the company's network. Even better, the automated inventory tool allows the hospital to easily monitor licensing on an ongoing basis. “One of the biggest benefits we have gotten from the Software Asset Management engagement,” says Wilder “is the knowledge that we have eliminated the risk for the organization when it comes to licensing compliance.”

The hospital is required by its parent organization to conduct a minimum number of audits every year to maintain overall compliance. The inventories resulting from SAM processes will count toward those requirements. The SAM consultation and resulting program is another example for the parent organization that Youville Hospital is following industry best practices.

Also, like other healthcare organizations throughout the United States, Youville Hospital must comply with the regulations put in place by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The hospital's newly implemented SAM program automates inventories, which helps to make accountability easier to achieve. Wilder says, “The Software Asset Management process and best practices resulting from it boost our confidence and support our HIPAA compliance and other requirements.”

#### **Develop Internal Efficiencies with Standardized Systems**

The inventory tool that was used in the SAM engagement provides an automated way to continually monitor licensing on the network. Previously, monitoring was a painstaking process conducted manually by employees using a spreadsheet to track software acquisitions. The new automated system is not only faster, but also free from the risk that human error will cause incomplete or missing data collection.

By eliminating the manual inventories, the hospital saved at least 35 percent of the labor costs equivalent to one full-time employee. Because the hospital has a small IT staff, such labor savings are important to the day-to-day operations of IT.

Of course, the streamlined system most appreciated by the majority of Youville Hospital employees is the one that led to the SAM engagement in the first place—a single e-mail program standardized throughout the company. Employees are happy to know that they won't miss important information because they didn't have time to check two e-mail accounts throughout the day.

#### **Save Money Through Optimal Licensing Decisions**

Through the inventory and education about SAM processes, the hospital was able to rectify licensing gaps while still achieving some immediate savings. By choosing device licenses instead of the user licenses it had previously purchased, Youville Hospital was able to meet the challenges presented by having central PCs on clinical units. In many clinical units, one computer is used by multiple users. Because Youville Hospital can now license the single device instead of the multiple end users, it can significantly reduce the numbers of licenses needed.

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Additionally, the SAM process helped Youville Hospital determine that it was not licensing software through the most beneficial channels. Youville Hospital had previously acquired software from retail stores. After the consultation, the hospital learned that it qualified for Open License Charity discounts due to its nonprofit status. That revelation, and switching to the more appropriate licensing program, led to significant savings for the hospital. By purchasing through the Open License Charity program, Youville Hospital saved 75 percent in overall licensing fees from what the hospital was planning to spend. All future licensing purchases will be made through this program and result in additional savings.

#### **Improve Process and Software Policies**

After reviewing the SAM consultation report provided by Soft-Aid, Youville Hospital decided to use the report as a basis for updating the hospital's employee handbook. In particular, the hospital changed its Software Access Policy, which addresses the use of all software including the unauthorized acquisition and installation of software. In another step toward formalizing the licensing process and maintaining compliance, the hospital is acting upon Soft-Aid's recommendation to expand Wilder's role to include SAM management.

In addition, the IT booth at the hospital's annual Employee Education and Training Fair will contain information on the hospital's new SAM policies, and employees will be required sign off on them.

Finally, Youville Hospital has adopted new storage and distribution processes based on Soft-Aid's recommendations. Previously, IT employees left software licenses with the end user, and the license wasn't always inventoried right away. In the new process, all licensing products and packaging are inventoried immediately, and licenses are

centrally located and secured. The IT department knows at any given time how many licenses are in use throughout the organization and where those licenses are.

## For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to:

[www.microsoft.com](http://www.microsoft.com)

For more information about Soft-Aid products and services, call (781) 569-0410 or visit the Web site at:

[www.aid.com](http://www.aid.com)

For more information about Youville Hospital and Rehabilitation Center products and services, call (617) 876-4344 or visit the Web site at:

[www.youville.org](http://www.youville.org)

## Software Asset Management

Software Asset Management is a best practice and process that can help save money, control risk, manage unique and standard deployments of software, provide greater security and reliability, and achieve regulatory compliance. The combination of Microsoft tools and partner services provides a solution to help you understand and implement processes to optimize your software investments, adhere to established business processes and regulatory controls, and build flexible and adaptable capabilities for the future.

For additional information, including complimentary tools and resources, visit:

[www.microsoft.com/sam](http://www.microsoft.com/sam)

### Services

- Software Asset Management