



# Windows® Essential Business Server 2008

Customer Solution Case Study



Company: Toronto Grace Health Centre  
 Web Site: [www.torontograce.org](http://www.torontograce.org)  
 Customer Size: 270 employees  
 Country or Region: Canada  
 Industry: Healthcare—Provider

#### Company Profile

Toronto Grace Health Centre is a 119-bed facility owned and operated by The Salvation Army in Toronto, Ontario. Toronto Grace specializes in complex continuing care, palliative care, and slow-paced rehabilitation.

#### Software and Services

- Windows Essential Server Solutions
  - Windows Essential Business Server 2008 Standard

#### Hardware

- Intel Modular Server built on Intel Multi-Flex Technology

#### Windows Essential Server Solutions

Windows Essential Business Server 2008 is part of the Windows Essential Server Solutions family, designed to help small and midsize businesses boost productivity and growth. Based on the latest innovations, Windows Essential Server Solutions dramatically simplify the deployment, ongoing management, and use of server technology.

For more information about other Microsoft customer successes, please visit: [www.microsoft.com/ebs](http://www.microsoft.com/ebs)

## Hospital to Reduce IT Work, Enhance Data Safety, Expand Services with New Software

*“We expect to see a huge time savings in rolling out service packs, upgrading software, and other IT areas. These efficiencies should reduce annual IT costs by 15 to 20 percent.”*

*Steve Tong, Manager of IS Infrastructure and Telecommunications, Toronto Grace Health Centre*

*Toronto Grace Health Centre needed to enhance IT productivity and improve data protection before it could expand its services. It is deploying Windows® Essential Business Server 2008 Standard beta software to take advantage of IT management efficiencies and enhanced security. Toronto Grace expects the software to help boost IT staff productivity by 30 percent, reduce IT costs by 20 percent, and better secure healthcare data.*



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## Hospital to Reduce IT Work, Enhance Data Safety, Expand Services with New Software

### Business Needs

Toronto Grace Health Centre is a 119-bed facility owned and operated by The Salvation Army in the heart of downtown Toronto, Canada. Toronto Grace is known for its clinical excellence, compassion, and patient-centered care. The center employs 270 people, and partners with other local clinics and hospitals to provide comprehensive healthcare services.

The Canadian healthcare system has been gradually moving to electronic health records for easier information sharing and delivery of rapid, safe patient care. To participate in this and other initiatives, Toronto Grace needed information systems that were fast, reliable, and provided central, secure access to information. Over the last eight years, Toronto Grace has expanded its computer network from a dozen desktop computers and two servers to a state-of-the-art network with 100 desktop computers, 20 notebook computers, 14 servers, and a number of handheld devices.

However, as its technology workload expanded, the IT staff didn't. "Our three-person IT staff spent about 30 percent of its time maintaining existing systems rather than deploying new services," says Steve Tong, Manager of IS Infrastructure and Telecommunications for Toronto Grace Health Centre. "We had no centralized tools for monitoring disk space, CPUs, or other

network elements. Every time there was an update to a client-based application, we had to run around to every machine, which reduced IT staff and end-user productivity."

The IT staff worried about the safety of healthcare data traveling outside the firewall and about viruses getting inside when managers worked from home, gaining access to hospital computers using Virtual Private Network (VPN) software. Also, because this software was often finicky, the IT staff had to provide extra user support.

### Solution

Toronto Grace needed to simplify technology management so its IT staff could spend more time taking the hospital into new services such as electronic medical records. Because the Toronto Grace software infrastructure was based on Microsoft® programs, Tong worked with local Microsoft Certified Partner Luna Development to deploy Windows® Essential Business Server 2008 Standard beta software. It integrates the Windows Server® 2008 operating system, Microsoft System Center Essentials 2007, Microsoft Exchange Server 2007 Standard, Microsoft Forefront Security for Exchange Server, and Forefront Threat Management Gateway technologies in one solution.

A key feature of the program is the



Administration Console, which Tong's staff can use to see system health at a glance. Windows Essential Business Server 2008 automates and centralizes routine work such as upgrades, application provisioning, remote diagnosis, and troubleshooting. It also offers premium anti-spam and antivirus engines that strengthen defense against e-mail-borne spam and malicious software. Remote-access capabilities simplify remote workers' ability to access files from home—and mean that the hospital can maintain fewer server-based copies of applications.

Toronto Grace will deploy the new software in summer 2008 on the Intel Modular Server, which houses 6 server modules, 14 hard disk drives, and a storage area network in one chassis. The Intel Modular Server provides outstanding performance along with chip-level reliability and manageability features that work with Windows Essential Business Server 2008 to simplify server monitoring, track the status of connected desktop computers, check storage space, and speed other routine management tasks. "Intel-based computers deliver a huge comfort level," Tong says. "Whether in delivering needed drivers, support, or top-flight dependability, Intel shines. I sleep better at night knowing that our critical systems are housed on Intel-based hardware."

## Benefits

With its move to Windows Essential Business Server 2008, Toronto Grace expects to lighten the IT staff's workload, enhance healthcare data safety, and roll out new services.

- **Streamlined technology management.** Tong estimates that the move to Windows Essential Business Server 2008 will reduce IT staff work by approximately 30 percent by automating routine management and maintenance chores. "We expect to see a huge time savings in rolling out service packs, upgrading software, and other IT areas," he

says. "These efficiencies should reduce annual IT costs by 15 to 20 percent." The IT staff will have more time to pursue backlogged projects such as sharing patient data with partner hospitals and testing new applications.

Toronto Grace will also be able to consolidate five backup servers to one Intel Modular Server, which simplifies routine backup and disaster recovery. "In a disaster scenario, recovering one machine is easier than recovering five," Tong says.

- **Enhanced data protection and compliance.** Using Windows Essential Business Server 2008, Toronto Grace can better control network traffic and help secure its messaging system. "The higher software and hardware reliability, ability to monitor software updates, and green-check reporting capabilities will all contribute to our ability to provide critical e-mail messages and files to users," Tong says. "With healthcare regulations and legislation changing constantly, it's more important than ever to secure patient data. The integrated anti-spam and antivirus software will better protect our environment and help us defend against modern security threats."
- **Better ability to expand services.** With the new software's reduced IT workloads, enhanced data security, and integrated management—combined with the capacity of the Intel Modular Server—Toronto Grace will be able to expand its services. "Going forward, technology will only become more critical in providing cost-effective, secure healthcare services," Tong says. "We are now well positioned to embark on electronic medical records and other services that will benefit our patients."