



Case Study:

Deaconess Health System

How Keller Schroeder Has Helped Deaconess Health System Gain a Competitive Advantage in the Market for more than a Decade with its Expertise, Customer Experience, and Cisco Technology



“For more than 10 years, Keller Schroeder has been meeting the technology needs of Deaconess Health System and its more than 5,500 employees, most recently through a project with the organization’s radiology group by configuring together new technology that is fast, stable, secure, and equipped with the best monitoring capabilities.”

– Mark Robbins, Infrastructure Services Manager



Mark Robbins
Infrastructure Services Manager
Deaconess Health System

"We have worked with Keller Schroeder for more than 10 years, and our partnership with them has really enabled our hospital system to thrive and gain a competitive advantage in our market with the best-in-class technology and services that they provide Deaconess."

"Keller Schroeder is there to meet all of our IT needs—even when it is short notice—providing the engineers, data, and technology we need to ensure our success."

"Over the years, Keller Schroeder has really earned our trust and we know we can rely on their services and expertise to meet our organization's goals and objectives."

Headquarters: Evansville, Indiana

Industry: Healthcare

Keller Schroeder Customer: Since 2006

Problem:

Needed new technology equipment to ensure their employees and patients were receiving the best service and care

Solution: Professional IT Services by Keller Schroeder, powered by Cisco

Result:

"As our trusted partner, Keller Schroeder helped us build a new IT strategy and network that would enable our radiologists to have access to better, more reliable technology in their home offices, leveraging Cisco Meraki."



Deaconess

Deaconess Health System

Deaconess (www.deaconess.com) was founded in 1892 by a group of Protestant ministers and laymen who felt called to care for the sick. More than 125 years later, Deaconess Health System has become the premier provider of health care services to three states and 26 counties. The organization continues its mission of providing quality health care services with a compassionate and caring spirit to the community.

The system is made up of six hospitals in Southern Indiana: Deaconess Hospital, Deaconess Gateway Hospital, The Women's Hospital, The Heart Hospital, Deaconess Cross Pointe, and HealthSouth Deaconess Rehabilitation Hospital. Additionally, the health system includes Deaconess Clinic, a fully integrated multispecialty group featuring primary care physicians as well as top specialty doctors. The health system includes a freestanding cancer center, Urgent Care facilities, a network of preferred hospitals and doctors, more than 20 care sites, and multiple partnerships with other community health care providers.

The Challenge

The Deaconess team of radiologists are provided with technology to enable them to securely read medical imaging in their home offices. However, the technology was outdated and could no longer handle the bandwidth of their workloads. Furthermore, the technology was not matching the desired level of performance, and it was ultimately slowing down the team.

"We ran into a performance lag with our technology. The ASA hardware wasn't able to handle the bandwidth. Our radiologists needed the technology to be faster, more stable, and equipped with the best monitoring capabilities."

The Solution

On-Demand Service and Expertise

For more than 10 years, Keller Schroeder has been there for Deaconess, and this project for the radiology team was no exception. When Deaconess brought Keller Schroeder up to speed, the organization quickly researched what technology solutions would best meet Deaconess' needs to help boost productivity, offer better monitoring capabilities, and provide fast, reliable network connectivity.

"Keller Schroeder was included in the project details every step of the way. They helped us select the right solution that would best fit our needs. We value their opinion greatly."

"Keller Schroeder sat in on all the calls with us about Cisco Meraki, and helped us create a plan to bring us online with the new technology. The technology was a win for us, and it has been working great."

"The Keller Schroeder team is high-performing and dependable from both a customer experience aspect and through their technical support. They are a long-time, trusted partner that enables our health care system to give our network of healthcare providers access to the best technology at their fingertips. This ultimately allows us to better serve our patients."

— Mark Robbins, Infrastructure Services Manager at Deaconess Health System

Benefits

Thoroughly Vetted, Secure Solutions

When adding new technology to the existing IT infrastructure, it is important to make sure all the products and solutions work together well. Likewise, it is an essential part of the process to ensure the best products are being used to meet the business needs of the customer.

Keller Schroeder, along with the IT team at Deaconess, carefully vetted Cisco Meraki to ensure the team of radiologists were getting the best performing, most secure solution on the market today.

"Keller Schroeder helped us vet the Cisco technology to ensure we were getting exactly what we needed for our team of radiologists. We decided to go with Cisco Meraki because it checked all the boxes for us, including a secure, reliable network that is fully integrated."

"Because Deaconess is a hospital system, it requires top of the line security. In order to help us maintain connectivity to the network, Keller Schroeder provides us with the technology to fully secure our network with Cisco products and solutions. From Cisco ICE for

authentication, to our backend EMR, they have us covered."

"Throughout our long-standing history, Keller Schroeder has helped guide our IT purchasing decisions. They always conduct thorough research on the products to ensure the products and solutions are a true match for our business needs. With Keller Schroeder, it is more than just sale. They want us to succeed."

Results

10 Years of Reliable Support

Deaconess relies on Keller Schroeder as a trusted partner. When the organization has a technology need, Keller Schroeder is the organization's first call of business. Over the years, Deaconess has learned it can trust Keller Schroeder, and project after project, Keller Schroeder continues to exceed Deaconess' expectations on all levels.

"We have such a longstanding relationship with Keller Schroeder, and we can just trust them. If there is ever an issue we are trying to fix or a new project, they help us like a partner should and configure our technology solutions in the right way. They don't oversell us or try to push a certain project. They find out our business needs and dive right in to help us accomplish our goals."

— Mark Robbins, Infrastructure Services Manager at Deaconess Health System

Roadmap for the Future

Keller Schroeder is helping Deaconess build an IT roadmap for the future. In fact, the organization is currently working on a new project to purchase and configure new technology that will enable more mobility for its nursing devices, while maintaining secure and efficient communications.

"We have a roadmap to improve mobility and communication with our nursing staff that we plan to execute over the next year. Keller has been instrumental in helping us identify and select the right products and technology that we need to accomplish our goals."

“With the new technology, our nursing team will be able to use their device to fill out basic paperwork. This will eliminate the need to log into a desktop computer because everything can be done from their device from anywhere.”

“At all levels at our organization, we are happy with Keller Schroeder and the work that they do for us. We would give them a 10 out of 10. Our level of trust with them is off the charts. They always do a great job for us and we recognize them as our go-to partner.”

— Mark Robbins, Infrastructure Services Manager at Deaconess Health System

About Keller Schroeder

Founded in 1978, Keller Schroeder (<http://www.kellerschroeder.com>) is an employee-owned, regionally-focused information technology consulting services firm, and a value-added reseller and systems integrator of hardware and software products. Headquartered in Evansville, Indiana, the company has a cross-industry market focus including a concentration of clients in manufacturing, finance, utilities, and healthcare.

The company's client base ranges from local and regional businesses to global enterprises. Keller Schroeder has earned an impeccable reputation with the 200+ clients it serves annually. The company has a track record of solid financial performance—profitable in every year of its existence—and it is known as a great place to work. For nearly 40 years, this has proven to be a successful formula for the company's employee-owners and its clients.

