



SAINT FRANCIS Care

Growth in Mobile Devices Created Challenge to Internal Resources

Outsourcing Mobility Management to Calero helps Saint Francis Care improve quality of care while controlling costs.

BACKGROUND

The healthcare industry has seen an explosion in the use of new mobile technologies for enhanced patient care – growing by 2,500 percent. Saint Francis Care (www.stfranciscare.com), an integrated healthcare delivery system in Connecticut, is the largest Catholic healthcare provider in New England. The organization provides access to almost 900 affiliated physicians at seven major hospital entities in addition to a network of five major Access Centers and eight other medical office centers.

CHALLENGE

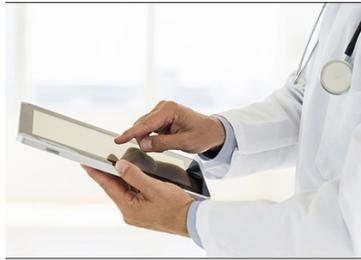
As Saint Francis Care’s overall usage in mobile devices grew and outpaced internal resources, the staff was overwhelmed with the growing demands of configuring, ordering, and managing all the mobile devices.

“Mobile devices are critical to managing and expediting the entire patient workflow – improving the patient experience and quality of care,” said David Cote, manager of network engineering and telecommunications for Saint Francis Care. “We needed a strategy and a partner to keep costs down while serving users effectively and establishing flexibility for growth.”

GOALS

Saint Francis Care’s goals were:

- Enable mobile management strategy aligned to business needs
- Find a dedicated, skilled outside resource to handle device and plan setup with 24/7 support
- Transfer primary support to outside resources and free up internal IT resources
- Enable users to easily request, order and activate new devices using a secure custom portal
- Optimize plans and pool minutes to ensure that users do not exceed minutes
- Drive updated, accurate mobile usage reporting



ABOUT CALERO

CALERO PROVIDES ENTERPRISE COMMUNICATIONS MANAGEMENT SOLUTIONS TO THOUSANDS OF CUSTOMERS IN THE UNITED STATES AND MORE THAN 40 COUNTRIES WORLDWIDE, INCLUDING FORTUNE 1000 CORPORATIONS, UNIVERSITIES, AND GOVERNMENT AGENCIES. CALERO IS HEADQUARTERED IN ROCHESTER, NY, WITH ADDITIONAL OFFICES IN GEORGIA, OHIO, AND TENNESSEE.

“Our partnership with Calero makes everything easier. They are consistently productive, efficient and cost effective.”

*- David Cote,
Manager of Network Engineering and
Telecommunications*

CASE STUDY: ST. FRANCIS CARE

SAVINGS SNAPSHOT

When Saint Francis Care was ready to buy tablet devices for hundreds of users, Calero experts found a vendor and negotiated a deal that saved more than 30% off of prices initially quoted by the carrier.

CALERO SELECTED TO PROVIDE COMPLETE MANAGED MOBILITY

Saint Francis Care partnered with Calero to manage every aspect of its mobility landscape:

- Wireless expense management and reporting
- Customized procurement portal
- Device configuration and kitting
- End user mobile help desk
- Cost allocation

DESIGN TEAM SET DIRECTION

The Calero Design team assessed Saint Francis Care's mobile plans and user requirements to optimize their plans. Calero Consulting Services evaluated vendors and negotiated pricing and terms for procuring new mobile devices. Saint Francis Care transitioned 95 percent of all frontline technical and mobile plan support to the experienced Calero Service Desk team.

Calero Service Desk experts now handle and resolve every mobility support need and keep managers apprised with support metrics and performance reports. To enable users to easily order and repair devices, Calero hosts a web portal to automate and track workflows, govern policies and free internal resources. Calero manages Saint Francis Care's billing by breaking down carrier invoices by hospital department for direct allocation. Calero also provides detailed quarterly business reviews for managers, updating the number of devices, usage details, and the volume and resolution of support cases.

BENEFITS TO THE BOTTOM LINE

With Calero managing every aspect of its mobility landscape, the results have been dramatic. Saint Francis Care covered its costs almost immediately with its newly optimized mobile plans saving \$12,000 to \$18,000 per month. The organization cites significant benefits from having employees order their own devices through the Calero web portal, saving time and costs with its

automated approval workflow and policy.

Saint Francis Care also saves time and resources with Calero managing its billing and sparing the need to internally review invoices to allocate costs appropriately. Calero's flexible, customizable approach enabled Saint Francis Care to selectively hand off 95 percent of its support cases and significantly free its internal support staff. Those resources are able to now focus on priority support tasks since the patient experience is always the top priority for the Saint Francis Care internal support team.

"Our partnership with Calero makes everything easier," says Cote, "They are consistently productive, efficient and cost effective—they more than pay for themselves."

Saint Francis Care Enjoys the Benefits of Managed Mobility:

- Monthly savings of \$12,000 - \$18,000 on wireless bills
- Internal resources freed up to focus on mission-critical work
- 95% of mobility support cases transitioned to Calero
- Employee experience enhanced with web portal for easy ordering & management
- Automated, streamlined chargeback to proper departments