



## University hospital reduces administration time and costs by 90% with deployment of BlackBerry solution

Serving one of France's largest metropolitan areas, the University Hospital of Nantes has over 3,000 beds spread across seven locations. It employs over 10,000 people, including 1,800 doctors. As a university hospital, in addition to medical care, it provides research and teaching.

### The Challenge

Management of patient care at the University Hospital is the responsibility of medical services, while the administrative directors handle the day-to-day running of the establishment. The multi-site configuration adds an extra level of complexity to their work, due to the fact that they have to split their time between the different locations. Their mobility has made it especially difficult to keep up with email and organise their calendars effectively.

For a number of years, several senior managers and clinical directors had been asking the University Hospital's IT and Telecoms department to provide mobile email on different PDAs that they had acquired for personal use. Heterogeneous solutions were implemented, but the institution rapidly discovered that they needed a fully integrated solution, which was straightforward to manage, easy for users and secure and cost efficient.

As Jean-Louis Bomard, Telecoms Manager at Nantes University Hospital explains, "It was difficult to support such a wide range of devices. The different versions of the various operating systems were more or less compatible with our architecture. In the end, supporting the devices had become nearly a full time job for one of our technicians and it was generating excessive software licensing costs."

### Benefits

Administration costs cut by 90%

Controlled software licensing costs

Improved communications

Greater personal productivity

Simpler time management

## The Solution

It was obvious to the University Hospital's IT and Telecoms department that the executive team had a real need for mobile email and calendaring, but the ad hoc approach was not cost effective. This prompted the University Hospital to work with SFR, its mobile carrier, to find the most suitable mobile email solution for its IBM® Lotus® Domino® email environment. Together they identified the BlackBerry® solution as the best option for several reasons. "We wanted a tool that was robust, easy to administer from a distance, easy to use, highly secure and that interfaced smoothly with our Lotus system," says Bomard.

The University Hospital and SFR organised a trial with a handful of directors using BlackBerry® smartphones coupled with BlackBerry® Enterprise Server for IBM Lotus® Domino. "The users were very satisfied to have such an easy-to-use device that meets all their needs" says Bomard. "And our technicians found it easy to implement with Lotus."

As the trial was a success, the Hospital's senior management decided to deploy the BlackBerry solution to its clinical directors and administrative directors, and doctors and engineers with special requirements. Thus 90 users were equipped with BlackBerry smartphones.

## The Benefits

According to Bomard, the BlackBerry solution has met its main objectives. For starters, "there is much less need for technical support. Managing 90 BlackBerry smartphone users takes one tenth the time previously spent sorting out problems with the personal PDAs." Consequently, support costs have dropped significantly and the licensing costs are now controlled. The BlackBerry smartphones have also won the approval of the directors, who are a demanding group of users. "The solution is reliable and robust, the smartphones are easy to use and we only need to provide a short introduction for new users," adds Bomard.

For the users, the main benefit of the BlackBerry solution has been improved communications and easier time management. "They can answer their emails and manage their calendars throughout the day, instead of being overwhelmed by unanswered messages and requests when they return to their office," says Bomard.

"I get the feeling that communications are more fluid and that there's been a real improvement in personal productivity."

Feedback from users has been so strong that University Hospital has been inundated with requests for BlackBerry smartphones from other employees. To meet this demand without increasing operating costs, the University Hospital provides a service plan with SFR that allows employees to purchase BlackBerry smartphones and mobile email service at a special tariff. The IT department then integrates the BlackBerry smartphones into its existing BlackBerry solution with no prohibitive cost for the user. More than a dozen users have joined the programme, and Bomard expects many others to sign up as word spreads. This innovative approach will enable University Hospital to extend the advantages of their BlackBerry solution to a broad spectrum of its employees at a minimal cost.

[www.blackberry.co.uk/casestudies](http://www.blackberry.co.uk/casestudies)

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Jean-Louis Bomard  
Telecoms manager  
Nantes University Hospital