

Case Study

Network Management Made Easy

Rove Mobile Inc. Applications on BlackBerry Solve Problems On-the-fly!

Shands
Jacksonville

Company: Shands Jacksonville is a not-for-profit trauma and academic medical center serving 19 counties in Florida and south Georgia.

Industry: Life Sciences

Region: Americas

Company Size: Large Enterprise

Email Environment: Microsoft® Exchange

Type of Solution: Network and Systems Management

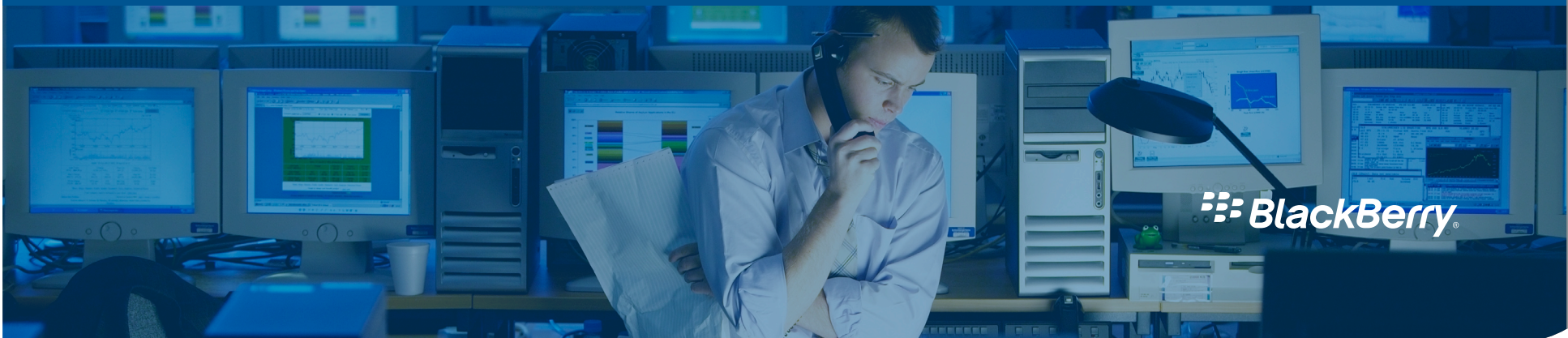
BlackBerry Partner Solution: Mobile Admin and Mobile SSH by Rove Mobile Inc.

Business Challenge: Help a busy IT team perform critical system administration tasks without being tethered to laptops or tied to the office.

Solution: Install Mobile Admin and Mobile SSH by Rove on BlackBerry® devices. The two systems management applications extend the value of the BlackBerry Enterprise Solution™ by helping mobile IT members troubleshoot system issues from their BlackBerry devices.

Results:

- Quicker response times
- Reduced user downtime
- Better work-life balance
- Hospital systems continue to run smoothly



BlackBerry®

The Challenge: Lighten the Load on the IT Team

Managing the IT network for the 3,500 healthcare users at a large healthcare facility like Shands Jacksonville is an around-the-clock job. Technical issues come up every day concerning the 140 servers that are essential to hospital services. One of five IT people works on-call for a week, in rotation, to keep everything running smoothly.

"The people who were on-call found it very demanding," says Wayne Phillips, LAN Administrator. "You're chained to your house pretty much the entire week, just in case something comes up. And there were only two ways to fix a problem – get to a PC and tunnel into the network or drive into the office."

Shands Jacksonville also wanted to minimize the downtime its users experienced when systems failed. Since IT members were not always at a computer when a system needed to be rebooted, users had to wait. Although the team worked quickly to fix problems, any major system delays in a healthcare environment can be problematic.

Phillips knew that installing the BlackBerry Enterprise Solution could make a difference. Not only would his team gain email on-the-go, he wanted the additional value of applications, such as remote network management, which could run on the devices.

With improved quality of life and more efficient service delivery as their goals, Shands Jacksonville proceeded with their BlackBerry deployment.

Why BlackBerry with Rove Mobile Inc.?

The BlackBerry Enterprise Solution beat out others as the hospital's platform of choice. Phillips notes that push email was a big selling factor since he wanted his users to have wireless synchronization with their Outlook® Exchange mailboxes. "There are plenty of phones out there where you can check your email, but BlackBerry devices make it easier to handle lots of emails without having to request them," he says.

As a network administrator, Phillips was keenly focused on what else BlackBerry could do beyond traditional email and calendar functionality. "BlackBerry has a great reputation, and we knew that being able to get management software for the devices was going to be very handy," says Phillips.

His search for the right network management solution was comprehensive and ended with the Mobile Admin and Mobile SSH applications. Both applications run seamlessly on the devices because of the BlackBerry Mobile Data System™, a feature of the BlackBerry Enterprise Server™ that allows applications to run securely over-the-air.

Mobile Admin offers a comprehensive set of features for Windows® Administration, including remotely managing Active Directory, event logs and printers. Mobile SSH gives users Telnet and SSH terminal access to a wide range of network servers and mainframes.

Phillips based his software choice largely on its fit with the BlackBerry Enterprise Solution and easy installation within his infrastructure. With Mobile Admin, a single installation allows him to manage any number of servers on his network.

"I liked that Rove's solutions meant I didn't have to install a client on every one of my servers," says Phillips. "You just point to a server, and it knows automatically whether it is a domain controller, DNS, or DHCP server. Unlike other solutions out there, this solution gave us centralized management capabilities. The solution is intuitive enough to know how to manage everything from one server."

"I can't tell you how many times I've been called to unlock someone's account while I'm out at dinner. With BlackBerry and Mobile Admin, I can do everything at the touch of a button, right there, no matter where I am."

~ WAYNE PHILLIPS, LAN Administrator

Partner Profile:



Company: *Rove Mobile Inc.*

- A leading solutions provider for remote management of IT resources and infrastructure
- Products such as Mobile Admin and Mobile SSH allow IT administrators to monitor, maintain, and manage their networks from practically anywhere – streamlining operations, decreasing costly network down-time and accelerating response times.

Featured Product: Mobile Admin and Mobile SSH

Application Type: Network and Systems Management

Business Value:

“Rove is the most professional support company I’ve ever had to deal with. A lot of times it can be work just having to call a company for support. But Rove was just a quick phone call and within 20 minutes I had the answer I needed.”

~WAYNE PHILLIPS, LAN Administrator

For more information, visit www.rovemobile.com

Powerful Management Tools at His Fingertips

Almost 80% of the IT calls Phillips gets are to unlock or disable user accounts. That makes Active Directory management the most popular feature of Mobile Admin. From his BlackBerry device, Phillips can easily unlock accounts, manage users and reset passwords without having to be at a computer.

That helps his IT team balance their work demands with their life. “Mobile Admin gives you peace of mind,” he says. “Even if I just need to leave the hospital for a few hours, I don’t have to worry that I might get a call for something that needs to be looked at right away. I can do it all from my BlackBerry device, without having to come back to the office.”

Remote server administration is another feature his team regularly uses. If one of the hospital’s servers shuts down, they use Mobile Admin to check the task manager to see what processes might be hanging up the system.

“It was very useful when the file server that houses our users’ home directories hung up because of the anti virus software we were using,” says Phillips. “I was out at the time, so I used my BlackBerry device to look at the processes, find the problem and reboot the server. All systems were down for our users until I could fix it – so it was great that I could do it so fast.”

Improving service to customers has been a key result of the solution. Before, users would need to wait until a call was made, a technician could get to a computer and their systems could be restarted. With Mobile Admin, Phillips says the response times are dramatically faster and downtimes are shorter. That means hospital staff can better serve patients and the hospital continues to run smoothly.

Using Mobile SSH to Manage Network Traffic

Shands Jacksonville uses a second Rove solution on its BlackBerry devices – Mobile SSH.

Mobile SSH offers server access and terminal emulation for today’s most popular systems, but Phillips uses it to remotely control his Cisco switches and routers.

This function has been useful to him when a port in the system is handling too much traffic over the network. He uses Mobile SSH to disable the port, resolve the desktop issue and then re-enable the port. Users experience the minimum amount of down time.

“The fact that I can do all of this with BlackBerry, without ever sitting down at a PC, is hugely convenient,” he says. “It changes the way I work because I have all this control in my hands.”



Results

Quicker Response Times: Mobile Admin and Mobile SSH on BlackBerry devices speed up IT responses. IT staff no longer have to get to a computer or drive into the office to troubleshoot problems since access to their central systems is available on their BlackBerry devices.

Reduced User Downtime: Users are inconvenienced less often and downtime is reduced because problems are fixed faster. The hospital continues to run smoothly and serve its patients effectively.

Better Work-Life Balance: IT personnel do not have to stay near a phone and have the freedom to have a normal life, even when they are on call. From virtually wherever they are, they can fix issues using Mobile Admin and Mobile SSH on their BlackBerry devices.

"BlackBerry and Mobile Admin take the burden off the IT team, especially for anyone who works on-call. It makes your life as a network administrator much simpler."

~ WAYNE PHILLIPS, LAN Administrator

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