



Windows Vista[®]

for Health Plans

Microsoft Windows Vista is the secure desktop, server and mobile devices platform that enables your Health Plan to optimize infrastructure and business productivity while reducing total costs of ownership and energy usage.

Industry, economic and socio-political pressures are challenging your Health Plan organization to transform into a secure, lower cost, and “green”, consumer centric health insurance organization. At the same time you need to evolve into a trusted advisor to your members. For this to happen effectively you must architect a secure, cost effective, and environmentally friendly operating environment that enables you to “lock down” your most valuable asset, your member data. Today, Microsoft’s Windows Vista provides you with the secure desktop, server and mobile device operating environment that enables your organization to optimize infrastructure and business productivity while reducing total costs of ownership and energy costs. Today, Microsoft Windows Vista also provides you with an optimized environment that directly translates to per member per month costs savings that positively affect your ability to competitively offer the products and services needed to retain and grow membership while preparing for future needs.

Health Plan Business Imperatives

Your organization is under constant demand to meet the needs of today’s healthcare consumer while facing rising medical costs, chronic disease, an aging population, and the overall need to provide access to affordable and quality healthcare services for your members. In order to meet these demands while remaining competitive, you must efficiently and effectively:

- Partner and integrate with third-party suppliers that provide extended and competitive services while maintaining security of Protected Health Information (PHI) within and across organizations,
- Decrease per member per month costs of IT infrastructure and “do more with less”,
- Retain and grow membership with additional services, products, and support,
- Empower a mobile workforce to bring new consumer-focused products and services to market,
- Establish a “green” environmentally responsible infrastructure to reduce resource consumption, and

- Modernize legacy systems and prepare for future enabling technologies to enable sustained success.

“We felt that Windows Vista was the perfect next-generation operating system for us. It can help us reduce costs; create a simple, more secure environment; and provide a rich user experience,”

Vandy Johnson
Vice President
Global IT Infrastructure
Medtronic

Health Plan Challenges

But these business imperatives can be hampered by a number of ever changing and increasing challenges that require you to:

- Gain and maintain “trusted advisor” status with members,
- Prove that security and compliance is a day-to-day operational requirement,
- Extend member touch points across secure devices,
- Face new competitors, new markets, and new government regulations and healthcare policies,
- Provide effective “business intelligence” across the enterprise,
- Go “Green” – become environmentally aware with notable carbon-footprint reduction.

Why Microsoft Vista for Health Plans?

SECURITY → You must secure and protect your member’s health data not just to comply with HIPAA but to gain and maintain your member’s trust. A 2007 Ponemon Institute study reports that a single data security

breach can cost an organization over \$6,000,000 or about \$197 per record and concluded that more customers stop doing business with a company after their information is exposed.¹ Losing membership and incurring unplanned costs are not an option - therefore stronger security options are required. Microsoft Windows Vista is the most secure Microsoft operating system with 60% malware and 20% fewer vulnerabilities than Windows XP Service Pack 2 (SP2). Microsoft Vista with Bit-Locker technology enables drive encryption while Windows Vista's support for mobile workers helps to ensure that people who need to work remotely can easily connect and maintain strong security to protect corporate data and assets. Additionally, corporate policy controls and compliance are enabled by Windows Vista and its 700+ new policy controls.

LOWER COSTS → You must do more than "just keep the lights on". CIO Magazine reports that Healthcare organizations spend about 80% of their IT budgets to "keep the lights on". This means that only 20% of IT budgets are invested in new and necessary technologies that can enable new products and services to fuel member retention and engagement. IT executives are therefore pursuing infrastructure optimization strategies to lower IT labor and maintenance costs. Microsoft's studies show that Health Plans (and other organizations) save an average of \$251/mobile PC and \$605/PC using documented best practices and the Microsoft Desktop Optimization Pack with Windows Vista. Furthermore, IDC research concludes that the real burden on the IT budget is the labor associated with provisioning and managing PCs across the organization. IDC estimates the annual IT labor cost for maintaining one PC at \$1,320 in a typical large organization. This same study estimates that an organization that adopts certain best practices that reduce complexity can move this figure down under \$230 - (See Figure 1) - a reduction of over 80 percent!² These are savings that can directly translate to lower PMPM costs that free up technology support dollars to develop new products and services aimed at retaining current members and attracting new members.

¹ "Security Breach Costs Jump", <http://www.baselinemag.com/c/a/Projects-Security/Security-Breach-Costs-Jump-30/>

² "Optimizing Infrastructure: The Relationship Between IT Labor Costs and Best Practices for Managing the Windows Desktop," IDC, #203482, October 2006

	Basic	Standardized	Rationalized
IT Labor Costs (per PC)	\$1320	\$580	\$230
Service Levels (# service desk calls per period)	8.4	8.5	7.7
Business Agility	5.4	5.2	4.3

Figure 1- IDC Infrastructure Optimization Study

"GREEN" → Potential cost savings coupled with socio-economic pressures are compelling health care organizations to pursue "Green Initiatives" as part of their IT modernization projects. Health Plans can begin that journey with the effective use of the power management features of Windows Vista. Migrating ten typical PCs to Windows Vista can have the same impact on greenhouse gas levels as taking one car off of the road. A comprehensive whitepaper that provides both financial and environmental information about Windows Vista energy conservation can be found at

<http://download.microsoft.com/download/9/c/5/9c5b2167-8017-4bae-9fde-d599bac8184a/VistaEnergyConserv.doc>

Benefits for Health Plans

Overall, Microsoft Windows Vista is available today and is a proven sound business decision that provides a secure and user friendly experience at a lower cost of ownership while enabling environmentally friendly initiatives. In fact, as recently stated by Gartner Analyst, Michael Silver, skipping Windows Vista could be detrimental to an organization³.

Getting Started

Downloads and Additional Information

Millions of customers have tested and adopted Windows Vista. There are a number of actions that your company can do to learn more about Windows Vista and Windows Vista deployment.

- See Windows Vista demos at <http://windowshelp.microsoft.com/windows/en-us/demos.mspx>
- Get the Microsoft Assessment and Planning Solution Accelerator (MAP) toolkit to quickly assess and report whether computers can run Windows Vista, Microsoft Office 2007 and Microsoft Application Virtualization -

³ "Understand the Risks of Skipping Windows Vista", Gartner, Michael Silva, July 11, 2008

<http://www.microsoft.com/downloads/details.aspx?familyid=67240B76-3148-4E49-943D-4D9EA7F77730&displaylang=en>

- Start compatibility testing using the tools in the Application Compatibility Toolkit at <http://www.microsoft.com/downloads/details.aspx?familyid=24DA89E9-B581-47B0-B45E-492DD6DA2971&displaylang=en>
- Participate with your account team in a Rapid Economic Justification study to measure the value that Windows Vista can bring to your business <http://microsoft.com/business/enterprise/value.msp>
- Contact Microsoft Health Plans Industry Group at mshlthplans@microsoft.com or your local account executive.

The resources below provide additional information and tools about Windows Vista and Windows Vista Deployment:

- Learn how Medtronic deployed Windows Vista to minimize compatibility issues and set the stage for a uniform worldwide IT infrastructure designed to improve collaboration, reduce costs, and increase security at

<http://www.microsoft.com/casestudies/casestudy.aspx?casestudyid=4000003027>

- Learn more about Windows Vista features and functions at <http://www.microsoft.com/windows/windows-vista/default.aspx>
- Microsoft's Automated Service Agent (ASA) for Vista helpdesk support: <http://www.microsoft.com/serviceproviders/solutions/asavista.msp>
- Windows Vista adoption resources: <http://technet.microsoft.com/en-us/windows/aa904820.aspx>
- Windows Vista Compatibility Information: www.microsoft.com/windows/compatibility
- Discover how Microsoft and its partners use innovative technologies and responsible business practices to address environmental challenges worldwide at <http://www.microsoft.com/environment/>.

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