



"Villa Scassi" Hospital Trust
Civil Hospital of Genoa Sampierdarena

Health Care

Managing software assets with Microsoft SAM service

The Microsoft SAM (Software Asset Management) service has allowed the Hospital Trust to acquire accurate knowledge of the installed Microsoft software and to verify how it is used, helping to define a coherent software investments plan and promoting the growth of a correct IT culture amongst users.

A centre of excellence for the development of health care technologies

For many organizations, the proliferation of information systems has produced an uncontrolled increase in software installations, generating management and operative inefficiencies that are not to be overlooked: only partial knowledge of the existing products, failure to optimize IT investments (for example due to redundant purchases), impossibility of correctly planning the future development of the software platform, lack of the information required for assessing the need to upgrade technology, no information on the software compliance of installations, with respect to the terms of use and the copyright laws. It is therefore important to perform within the organization a check of the software resources that can prevent or correct the situations described above. In this sense, a valid monitoring system for software resources is offered by the methodology known as Software Asset Management or SAM.



General information

Profile

The "Villa Scassi" Hospital Trust, located in Genoa Sampierdarena, is a public entity with organizational and managerial autonomy which hosts the majority of medical specializations. Its operations are closely integrated with the health operators in the province and region.

Situation

The procedures and information systems designed by the IT department of Villa Scassi are used by various organizations in public health. The Microsoft® platform supports many applicative services provided within the hospital or in other structures (doctors, Local Health Authorities, test centers). The philosophy guiding the operative choices of this hospital has led to a precise choice on IT resources usage, that must comply with the established terms of use and the current laws on the protection of intellectual property.

Solution

As a Microsoft SAM Qualified Partner, SoftJam provided to Villa Scassi the competencies and the methodology for the analysis of Microsoft software assets according to the guidelines of Software Asset Management. The control procedures allowed certifying the compliance of the software installations with the licenses and collecting useful information for planning current and future development of the software platform.

Benefits offered by the solution

The SAM service has produced a detailed picture of the software applications usage, contributing to the definition of the best choices to maintain the value of investments and reduce operating costs. The comparison between the installations and the licensing documents also allowed the software compliance in the organization to be checked. The SAM service offered the opportunity to consolidate a correct IT culture in the wards and offices.

Partner

SoftJam, Microsoft Gold Certified Partner

Products and technologies

Software Asset Management service





"The majority of the financial resources at our disposal are used to develop and design specialized systems, and our technological skills qualify us as a point of reference for several public health structures. This responsibility, together with our working philosophy, makes it necessary to ascertain that the software installed is genuine and not used improperly. Collaboration with SoftJam has allowed to monitor and analyze the use of the Microsoft software platform, helping us to obtain a detailed picture of the products installed at the Hospital, reduce costs, and define the best choices to maintain the value of the investments".

Carlo Pedemonte
IT Manager,
"Villa Scassi" Hospital Trust

The "Villa Scassi" Hospital Trust, seat of the Emergency Department and a highly specialized hospital of national importance, requested the Microsoft Software Asset Management service in order to verify the correct governance of its existing Microsoft software resources. The operations of the Hospital Trust, located in Genoa Sampierdarena, are closely integrated with the health operators in the province and region. The procedures and information systems designed by the IT department of Villa Scassi are used by various organizations in public health: doctors' offices, Local Health Authorities and research centers.

In this highly articulated situation, the Microsoft SAM consulting service provided by SoftJam, a Microsoft Gold Certified Partner and SAM Qualified Partner, has enabled Villa Scassi to implement a correct methodology for the management of the Microsoft software applications used in the hospital, thus also contributing to consolidating the position of the hospital as a center of excellence in the technological area.

Technology supports health care integration

Sampierdarena Hospital has created the "Sistema Informativo Villa Scassi" ("Villa Scassi Information System") trademark to certify and protect the applicative procedures developed by its IT Department, managed by Dr. Carlo Pedemonte.

The definition of advanced procedures involves both the administrative area and the clinical context. Villa Scassi collaborates with some Local Health Authorities in the province to develop integrated solutions for the continuous improvement of the health service. The IT Department of Villa Scassi has 16 people working on design, development and systems management, with the objectives of increasing the body of knowledge and maintaining the IT systems produced.

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The correct management of the operating platform

The information system infrastructure of Villa Scassi is based on different technologies, chosen according to the specific applications. The Microsoft platform is used by all the clients and more than 50 percent of the applicative services, such as management systems of diagnostic images, administrative procedures, booking clinical tests, automated planning of workflows and office automation applications. A new server system with 24 64-bit "Itanium" processors has recently been added to the existing 375 clients and 15 servers. This unit offers the power required for the future application development and for supporting the new 64-bit Microsoft SQL Server database. Thanks to this platform, today Villa Scassi can offer advanced, highly reliable and scalable services for a large number of doctors and health structures in the Genoa area. "Our professionalism and the social importance of the activity performed by the Hospital, as a public health structure, mean we have to pay the greatest attention on how we use IT resources," states Pedemonte, "and I believe that a correct software management methodology represents a tool that can keep control over workstations that are often subject to inappropriate interventions by users, who represent the main source of damage to the client systems and the entire network. The Hospital also defined an internal policy with rules for the IT resources usage in order to promote awareness on the correct use of hardware and software at all levels".

SAM as a base for planning and an incentive for spreading a correct IT culture

The joint activity by the IT staff of Villa Scassi and the SoftJam specialists has produced in a short period of time the documentation required for an accurate knowledge of the software resources distributed in the wards and offices. Completing an inventory of the Microsoft products installed on the machines was the first step towards accurately outlining the existing applicative platform. Subsequently, the licensing documents were collected and organized, which was essential to check the software compliance in the organization and to assess the existing software assets.

The information obtained through these activities were then used to define the basis for a correct planning of investments for technological updating and to clearly identify the purchasing requirements in order to optimize IT expenditure.

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Carlo Pedemonte
IT Manager,
"Villa Scassi" Hospital Trust



"We have aligned the workstations which over the years eluded central control, integrating the SAM procedures with checks aimed at creating a correct IT culture in the wards, reaching excellent results with a low commitment of resources. I believe that the Software Asset Management tools are very useful to control information system resources, to optimize IT investments and also to correctly define the real needs of our organization in order to assess the most adequate licensing solution".

Carlo Pedemonte
IT Manager,
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in the wards", concludes Pedemonte, "reaching excellent results with a low commitment of resources. I believe that the Software Asset Management tools are very useful to control information system resources, to optimize IT investments and also to correctly define the real needs of our organization in order to assess the most adequate licensing solution". The monitoring done by Villa Scassi with the Microsoft SAM service has also enabled the Hospital to receive the certificate of correct Microsoft software management, as a recognition of the activity performed and the positive results achieved.

For more Information

For more information about Microsoft products or services for the Public Administration and Health Care, visit:

www.microsoft.com/italy/pa/



For more information about Villa Scassi Hospital Trust:
www.villascassi.it

For more information about SoftJam:
www.softjam.it

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SoftJam S.p.A. provides a wide range of consulting and solutions development services for Information & Communication Technology. Consulting includes system support, development of cluster solutions, networking and security. The company also offers outsourced assistance and helpdesk services, assessment of hardware/software and licensing, as well as development of Web solutions such as corporate Intranets and Extranet architectures. SoftJam is a Microsoft Gold Certified Partner and Microsoft SAM Qualified Partner