



Carilion Health System Roanoke, Virginia

Carilion Health System Experiences a Fast, Affordable Deployment and Slashes Maintenance Costs with Seagull Software's Emulation Technology

Behind the doctors, nurses, medicines and medical equipment that hospitals depend on to serve patients, there is another critical element that is rarely thought about, but is essential to a hospital's ability to effectively operate - the hospital administration system. Comprised of numerous applications for managing and processing patient data and hospital operations information, these systems are essential for day-to-day activities.

For Carilion Health System (CHS), their mainframe-based hospital administration system is vital. It is accessed via terminal emulation by virtually every department throughout their extensive network of approximately 10 hospitals and 60 physician's practices in Virginia.

When CHS needed to upgrade to Windows 2000 and Windows XP, they were informed by their terminal emulation solution provider that substantial fees would be required to support the migration. Weighing the costs and the value of the technology, the health provider decided to start looking for a new emulation solution that could deliver advanced functionality, affordably. "We realized that there was going to be a significant cost if we continued to use our previous vendor, so we started examining other solutions," said Doug Martin, manager of field services for Carilion Health System.

After evaluating several other vendors, CHS chose Seagull Software's BlueZone™ technology, a module of LegaSuite®. BlueZone is the state-of-the-art in thin, fast, secure, full-function Web-to-host and PC-to-host terminal emulation for IBM mainframe (3270), iSeries (5250), UNIX/DEC (VT) and secure File Transfer Protocol (FTP). BlueZone is designed to be easy to implement, easy to use and it's highly customizable to support ever-changing business needs.

Full-Featured Emulation, No Inflated Maintenance Fees

With BlueZone, CHS is providing their users with seamless access to 15 different applications on their mainframe including their lab, radiology, accounting, payroll and physician's office billing systems. And BlueZone delivers all the functionality of their original legacy applications at less cost and with minimized maintenance.

Taking advantage of BlueZone's Web-enabled client, CHS was able to deploy BlueZone easily and economically. BlueZone is initiated by simply clicking a Web link for a one-time download of less than 1 MB, so deployment doesn't drain IT resources or slow down the network. In addition, CHS is no longer burdened with manual, desk-to-desk updates, since BlueZone offers centrally-managed administration. "Having central management capabilities has alleviated some pain for us. For example, if something were to happen to the keyboard mapping, we could just fix it

Spanning across western Virginia, Carilion Healthcare System (CHS) provides a healthcare network that reinvests its earnings to provide easy access to care. CHS's 10 hospitals, Level I Trauma Center, Cancer Center of Western Virginia and other services serve communities with modern healthcare and provide the latest technology.

once and everybody's working again. With our previous solution, we would have to touch every PC. The management tools are easy to use and are very powerful. It was a big factor in our decision to choose BlueZone," said Martin.

CHS has also benefited from BlueZone's ability to improve printer access. They were moving from fixed IP addresses to using Dynamic Host Configuration Protocol (DHCP) assigned IP addresses, but still needed to use LU printing as part of the TN3270E protocol. To ensure that the print job goes to the right person, they needed to correlate user PC names to a specific Logical Unit (LU). "The Seagull team helped us customize the application so that when someone is printing, their PC's ID automatically maps directly to an LU. No user intervention is required," commented Martin. "Seagull put that in place for us and made it part of the 'general availability' release. The flexibility of the development team and their willingness to work with us has been a major factor."

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*Doug Martin
Manager of Field Services
Carilion Health System*

Low Total Cost of Ownership

Aside from BlueZone's ability to deliver enhanced functionality, CHS selected the technology based on its low total cost of ownership. With BlueZone, upgrades are included in annual maintenance subscriptions and customers are given the freedom to choose the type of licensing that best suits their needs - concurrent or per seat. "The concurrent-use licensing was a big interest of ours. When we did the analysis - comparing concurrent to main PC or device pricing - we found that concurrent pricing was going to be a tremendous cost savings for us. Instead of having to buy a license for every PC we load the solution on, we just pay based on concurrent usage," Martin commented. "The other selling point from a long-term standpoint is that the BlueZone agreement includes access to all future releases, not just patches. So we don't view ourselves having to be in the same situation we were in six months ago, looking at another terminal emulation vendor. We get new, full-release versions whenever they come out," Martin continued.

Overall, CHS feels they have gained significant value from their BlueZone investment. "The support group is unbelievably responsive. The sales and support staff have been very good. They've been very understanding of our process, and they have been patient. The product is meeting our expectations and is doing what it advertised to do," said Martin.