

CASE STUDY

Inova

Compliant Collaboration with SharePoint from Apptix

Overview

Industry:

Healthcare

Apptix Services Used:

Dedicated SharePoint Foundation

The Challenge

Inova Health System was interested in solutions to enable project collaboration and document compliance across a large, distributed workforce.

The Solution

Apptix provided SharePoint Foundation with Active Directory Synchronization service to an initial pilot group, allowing the IT department to explore the use and value of the SharePoint platform.

Results

- ✓ An affordable alternative to an in-house solution
- ✓ Fast deployment due to cloud-based implementation
- ✓ Communication management for 100+ users in the pilot program across various locations
- ✓ Real-time document sharing and management, with version control
- ✓ Plans to expand SharePoint usage for additional projects within the organization

Inova Health System is Northern Virginia's leading not-for-profit healthcare provider. It consists of five hospitals and provides many other healthcare services including emergency and urgent-care centers, home care, mental health and blood donor services, as well as wellness classes. Inova has over 16,000 employees committed to providing the community with expert, world-class, compassionate patient care.



The Challenge

Project coordination is difficult enough when employees are spread across distributed locations, but adding the privacy regulations healthcare providers must comply with makes it even harder. Inova Health System's Director of IT Applications, Linda Moore, suspected that the SharePoint collaboration platform would make a difference for all of the employees within the organization, helping them to work together both efficiently and securely. However, although Moore was familiar with SharePoint through speaking with colleagues and vendors, she knew that Inova's IT staff was already focused on mission-critical activities, with no bandwidth for implementing or administering a new service.

The Solution

Fortunately, Moore was also familiar with Apptix. The Apptix corporate headquarters is located in the region served by Inova Health System, and Moore herself was personally acquainted with an

Apptix SharePoint specialist. Inova and Apptix representatives discussed the features and benefits of the Apptix Dedicated SharePoint Foundation solution, including its flexibility, cost efficiency, and easy implementation for an organization with few resources to support a new, unfamiliar technology. Because of their stringent privacy and security requirements, Inova absolutely required synchronization with Microsoft Active Directory. Apptix demonstrated the ability to fulfill this requirement, and Inova Health System selected Apptix to be its hosted SharePoint provider. In addition, they chose Apptix partner i3Solutions to assist with establishing best practices and governance of their new SharePoint deployment.

Inova Health System began using SharePoint with a pilot site deployed to an IT project team implementing an Electronic Medical Record (EMR). The project team consists of over 100 users, with more team members being added as the project progresses. The team uses SharePoint to document all facets of project management.

The Result

Inova Health System is reaping the benefits of hosted SharePoint to facilitate communication and collaboration among a distributed project team. Says Moore, "This pilot has been very successful, and SharePoint is a critical requirement of the EMR project. It has enabled real-time posting and sharing of documents, version control, document management, and overall communication management of a very large, very aggressive, very multi-disciplinary team, with members working sometimes remotely and always in numerous different physical locations."

In addition to enjoying success in this specific project, Inova Health System is also pleased with the service being provided both by Apptix and i3Solutions. Together, they have provided seamless support in helping Inova understand its internal SharePoint needs. In addition, Moore reports that Apptix has been "very responsive and helpful" throughout the implementation and initial use phases. As a result, Inova Health System is investigating additional uses for SharePoint throughout the organization, to support project collaboration, document compliance, research, organizational development, data capture and reporting.

Apptix understands both the compliance and the collaboration needs of healthcare organizations, and is providing Inova Health System with the SharePoint platform that can meet and exceed its expectations.

About Apptix

Apptix is the premier provider of hosted business communication, collaboration, and IT solutions to business of all sizes – from SOHO to Fortune 500 – with particular expertise supporting legal, financial, healthcare, and telecom firms. A pioneer in the hosted services space, Apptix has been in operation for over a decade and currently serves 20,000 customer organizations with hundreds of thousands of users around the world. Apptix is a profitable, publicly traded (NYSE: APP) business headquartered in Herndon, Virginia.

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- Linda Moore

Inova Health System's
Director of IT Applications