



Futura On-Site Services

CASE STUDY

Baptist Health

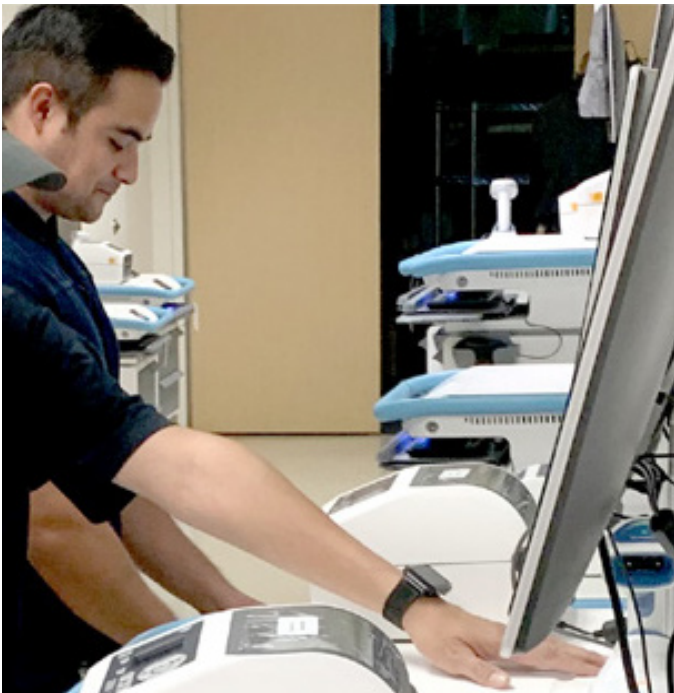
Founded in 1955, Baptist Health serves families throughout the region with high quality, comprehensive care for every stage of life. Currently ranked as the “most preferred” healthcare provider in the Jacksonville area, Baptist Health is deeply honored to serve the community through a growing circle of care that includes nationally accredited hospitals, including the region’s only children’s hospital.

Baptist has more than 200 primary care and specialty physician practices, children’s specialty clinics, home healthcare, behavioral health, occupational health, rehabilitation services, and urgent care.



THE CHALLENGE: What we needed to overcome

On-site implementation



Baptist Health serves an immense patient population throughout the Jacksonville area with several physical locations spread out over a large geographical area. The project required strict planning and coordination with a host of parties including Baptist IT, electrician contractors, a telephonic vendor, and Futura installation technicians and project coordinators. In addition to the coordination required, Baptist business clinical and operational end users have come to expect and receive high quality service and limited interruptions during hardware upgrades.

The upgrade rollout included hardware upgrades and software/customization rollover on each device. Each device that was to be upgraded required a review of network drops, installation, and rollover of existing software. With many competing organizational initiatives and projects, Baptist needed this project started and completed on time to avoid any operational disruption within the organization.

The challenge was providing talented, local resources on short notice in a cost-effective manner.

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Baptist needed a rapid deployment installation technology provider for a fast-paced telephonic project involving a host of internal resources, vendor providers, and technology partners. Futura was able to staff qualified, local project coordinators, installation technology specialists, and overnight call center resources in short order. Our continued relationship with Futura provided enhanced value and allowed Baptist to complete this time-sensitive project on time and on budget.

*Steve Johnstone,
Sr. Project Manager
Baptist Health*

THE SOLUTION: Futura On-Site Services

Within two weeks Futura was able to assemble a qualified and local (cost-effective) team of 11 people and a talented pool of backup resources for onsite installation efforts. The Futura Executive Leadership team worked in conjunction with Baptist to define the scope of the project and to determine the interaction and work breakdown structure needed to coordinate the interested parties. This was a complex upgrade due to the logistical challenges and the geographical area required to cover.

To meet these challenges, Futura deployed experienced project coordinators to assist with installation logistics and manage issue tracking and resolution. Our project coordinators were experienced with hardware deployments and worked closely with the vendor and electrician teams to align with the timelines established by Baptist.

Our installation technicians worked to deploy the new devices and test the rollover software and customization settings for the end users. Futura resources staffed a call Command Center to centralize issue management and resolve problems in real time. The teams worked during day and overnight shifts and completed sensitive areas during the weekend to limit interruption for the Baptist end users.

Our deep resource pool and detailed knowledge of installation services allowed Futura to quickly and cost-effectively assist Baptist with this important implementation. From executive leadership to account executives to the installation technicians, Futura was able to rapidly deploy our teams and support a host of our client's technology installation needs.



ABOUT: Futura On-Site Services

Futura offers an in-house team of technical resources available for on-site service projects nationwide, whether for long-term contracts or short-term projects.

Following the latest standards set by the Project Management Institute, our PMI-certified project managers oversee all deployments to ensure professional and reliable services completed on time and on budget.

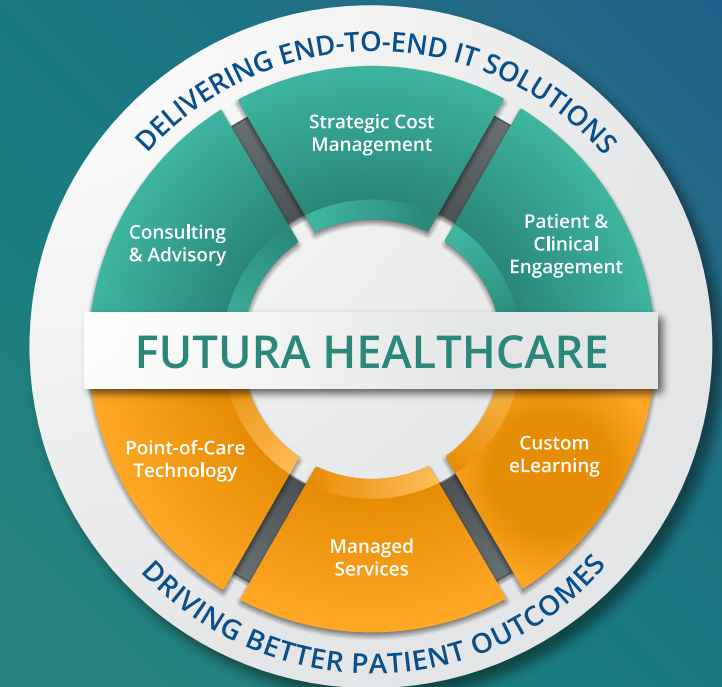
Our on-site technology services are available nationwide for a variety of equipment including mobile computing carts, laptops, bar code scanners, handheld computers and printers, wireless networking equipment, and more. Implementation resources can include unboxing, light assembly, and initial connectivity to your network. We can also provide basic training or “train-the-trainer” sessions to help your staff come up to speed on new equipment.



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Futura Healthcare is a trusted industry partner delivering end-to-end healthcare technology solutions. We deploy best-of-breed technologies – from mobility hardware and eLearning to advisory services and consulting – helping healthcare institutions achieve their strategic goals of improved patient outcomes, operational efficiency, and enhanced clinician engagement.