

DRIVING IT VALUE AND BUSINESS CONTINUITY



ABOUT MDG MEDICAL:

MDG Medical delivers cutting edge technology in the market of medication dispensing automation. The company's computerized medication carts, the SmartCart™, provides bedside access to medication and documentation with great ergonomics. Integrating the hospital's HIS system with the onboard medication inventory and patient identification capabilities, allows MDG Medical to provide the safest bedside solution with maximum nurse efficiency.

Location: Aurora, Ohio

Website: <http://www.mdgmedical.com>

Challenges:

- Requirement for 24/7 system uptime.
- Increasing market competition, prompting desire to improve competitive edge with unrivaled service levels and remote support.
- Critical need for advanced, proactive management and monitoring of global IT assets.

Solution:

N-central: A complete, integrated remote network and systems management tool for IT departments in midsize businesses.

Benefits:

- First year IT cost savings of US\$50,000.
- Streamlined monitoring, management and reporting.
- Leveraged active alerts to maximize system uptime.
- Added value achieved with notification of incidents affecting other (non N-able) hospital systems.
- Attained industry-leading service levels and unrivaled incident response.
- Managing 400 nodes remotely with N-central.

MDG Medical, based in Aurora, Ohio, provides automated medication dispensing systems, cabinets and computerized medication carts designed to maximize safety in hospital settings. Offering an open architecture that can communicate with any hospital's health information system (HIS) or electronic medication administration record (eMAR) system, MDG's solutions ensure that nurses are accessing only approved medications for each patient, thereby resulting in the right medication choices, every time. By partnering with N-able Technologies®, the global leader in remote monitoring and management (RMM) software, MDG is able to ensure optimum performance and 24/7 uptime by monitoring and managing each customer installation at hospitals around the world using the N-central 7.0 platform.

CRITICAL NEED FOR ADVANCED ACTIVE ALERTS

As an integrated remote network and systems management (NSM) tool, N-central plays a critical role in enabling MDG to achieve its patient safety goals. Prior to installing N-central, the company employed only the most basic monitoring practices. However, with more and more IT assets deployed and increased communication required with other hospital systems, MDG needed a way to remotely monitor and proactively manage more systems and devices in a uniform fashion. In addition, it needed to receive alarms, or active alerts, on any potential IT issues or performance problems based upon key criteria.

"Now, with N-central, our ability to remotely monitor 24/7 for common IT issues has dramatically reduced customer calls," says Francis A. Paez, senior vice president of operations for MDG Medical. "That's because N-central alerts us to incidents that we can often resolve proactively before the customer even knows there is an issue."

Through use of N-central, not only are MDG's IT experts able to recognize and prevent hardware failures before they occur at customer sites, but they are also alerted when a communication link (or interface) to another system at the hospital fails. This proactive measure allows MDG to immediately notify the hospital of any issues. As a result, the effect of hospital system failures on MDG's medication dispensing systems is minimized, and at the same time, the company's service value to the customer increases.

ACHIEVING UNMATCHED SERVICE LEVELS

In a business where even a few moments of downtime can create patient risk, MDG relies upon N-central to ensure continuous operation of its dispensing systems at hundreds of locations around the globe. For Paez, this capability has proven to be invaluable to his team, giving them a competitive edge and a superior level of customer service that was previously unavailable in the medical dispensing arena.

"From the beginning, N-able and its partners understood the criticality of what we do," says Paez. "Our systems control the medication delivery in hospitals worldwide. If they go down, our customers have a dire situation on their hands. N-able has shown they stand behind their product and have learned enough about our application to offer some great advice."

“N-central 7.0 has turned out to be a perfect fit for us, allowing us to achieve our service level and patient safety goals with ease – all from a single, centralized platform.”

– Francis A. Paez, Senior Vice President of Operations for MDG Medical

THE N-CENTRAL SOLUTION

Sold exclusively through N-able certified resellers and managed service provider partners, N-central provides IT departments with a completely integrated, easy-to-use NSM toolset. Ideal for the growing demands of midsize businesses that operate in a distributed environment, N-central allows MDG to easily automate and deliver various IT services to all of its customer locations remotely. For example, Paez and his team can take control of critical customer devices when the need arises, ensuring business continuity while preventing disruptions in patient care.

VALUE-ADDED IT SERVICE DELIVERY

Proactive enhancements to MDG’s installed systems in the field are also facilitated with N-central, which gives technicians the ability to push downloads of new versions of their software to run on remote systems and servers. In addition, using N-central’s on-demand N-compass performance reports, which track uptime, downtime and other important criteria, MDG is able to demonstrate its success and easily identify additional ways of streamlining the cost of doing business.

In addition, N-central has also allowed MDG to size its organization to the true workload, maximizing utilization rates for technicians in order to achieve optimum IT cost and productivity savings.

THE BOTTOM LINE

Through use of N-central, MDG has realized IT cost savings totaling approximately US\$50,000 in the past year. When it came time to select a NSM platform, Paez evaluated other systems on the market, but none met MDG’s needs like N-central.

“N-able offered us the most capability to remotely monitor and manage our systems and devices 24/7, as well provide us with real time alerts and a clear path to connect to our sites remotely,” Paez says. “N-central 7.0 has turned out to be a perfect fit for us, allowing us to achieve our service level and patient safety goals with ease – all from a single, centralized platform.”

Next Steps

- **Read more case studies about N-able’s MSP Partners**
- **Use N-able’s N-central RMM software FREE**
- **Contact us** to learn more about N-central