Advanced Services Leveraging PCs with Intel® vPro™ Technology Help Bridger Orthopedic and Sports Medicine Reduce the "Pain" of IT

Managed services from eWranglers cut PC downtime by 75% and accelerate repairs by 66%

Bridger Orthopedic and Sports Medicine differentiates itself through specialized staff using the best tools. "We strive to put the best processes in place in order to deliver superior patient care," says Jayne Rasmussen, executive director of the company. "In terms of our people, that starts with special-ized staff. All of our physicians have specialized training or fellowship beyond their general specialties, which is a level of expertise few orthopedic practices can match." According to Rasmussen, the 16 doctors and physician's assistants at Bridger Orthopedic share a culture of striving to be the best at what they do, and they want the best equipment and facilities to do it with. "We are always looking at new tools to see if they will give us an edge," she explains.

Not surprisingly, Bridger Orthopedic depends on its informa-tion technology tools to enable virtually every function in the delivery of healthcare. "The world of healthcare is increasingly digital," Rasmussen explains. "In addition to relying on the usual business IT functions such as payroll, accounts receiv-able, and office productivity applications, we use an EHR [electronic health records] system to track all patient data and interactions. Not only are we completely dependent on these tools, but the IT landscape is continually changing—laptops, wireless networks, new regulatory requirements, reimbursement processes, and new diagnostic technolo-gies." To manage this broad set of IT tools and map their IT future, Bridger Orthopedic relies on managed IT services from eWranglers, a leading IT services provider. eWranglers' managed IT services give small and mid-size companies more effective IT functions and lower their overall IT cost. One of the key elements of eWranglers' managed services is their ability to comprehensively monitor and manage their customers' IT infrastructure remotely, thus preventing many problems and speeding repairs when problems do occur. They do this by using advanced management software combined with Dell desktop and laptop PCs based on Intel® vPro™ technology.[1,2] "eWranglers understands the importance of our IT tools and the impact on us if they aren't working or aren't the right tools," says Rasmussen.

Using Advanced Tools To Help Make IT "Disappear"

"Our mission is to help our clients succeed at their business goals by making sure they have the right IT tools in place and by managing that technology—end to end—so that they can focus on their business instead of their IT," explains Steve Zetzer, president of eWranglers. eWranglers' Intel vPro technology-based solution is bringing a number of significant advantages to Bridger Orthopedic that helps make their IT transparent so they can focus on their patients:

What is Intel® vPro™ technology?

- Hardware-based capabilities that allow secure, remote access to desktop and mobile PCs virtually any time for maintenance, updates, and upgrades, and for diagnostics, repair, and remediation – even if the PC power is off, the operating system is unresponsive, management agents are missing, or hardware (such as a hard drive) has failed.[2]

- Industry-leading performance through the Intel® Core™ i5 vPro™ processor and the Intel Core i7 vPro processor, which are optimized for multitasking and next-generation software so that virus scans and other tasks can run in the background without bogging down user applications in the foreground.

- Impressive energy efficiency and energy manage-ment delivering lower power consumption and cost.

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Steve Zetzer, President, eWranglers

Reducing PC downtime by 75% protects productivity.[3]
For Bridger Orthopedic, any downtime can negatively impact the quality of patient care. "Especially for our physicians, if their laptop is down, they can't reach patient data or interact with the EHR system, and their productivity comes to a halt," says Rasmussen. eWranglers minimizes downtime by using the advances of Intel vPro technology to monitor and manage Bridger Orthopedic's PCs around-the-clock, 7 days a week, even if the PCs are off or their operating system is disabled. This allows eWranglers to proactively watch for many developing issues and intervene before they negatively impact the PC user's workflow. When problems do arise, they can often be corrected remotely, without the cost and delay of a field service visit and without interrupting the PC user. "By using PCs based on Intel vPro technology, we can reduce the amount of downtime experienced by PC users by 75%," explains Zetzer. "That's a prime example of how we get IT out of our customers' way."

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Faster problem resolutions—66% faster—get employees back to work quickly.[3] For the repair of many hardware and software problems, Intel vPro technology's remote capabilities accelerate repairs by allowing eWranglers to fix problems immediately from their offices. "With vPro, we can do most PC management and repair activities remotely," says Zetzer. "That means we can start the repair immediately—rather than after we drive over to the client's site—and get it done faster. On average, vPro's capabilities reduce our repair times by two thirds—from three hours to one hour. That's a big difference when a PC user's productivity has ground to a halt, and one reason why vPro-based PCs are our standard recommendation to clients."

Proactive security that protects Bridger Orthopedic's critical patient data. Data security is a paramount concern for Bridger Orthopedic, and Intel vPro technology enables eWranglers to *proactively* protect the company. eWranglers can constantly monitor PCs based on Intel vPro technology to ensure that critical security software is in place and up-to-date, without bothering the PC user. Regular security patches and updates, as well as data backups, can be done automatically after hours, even on PCs that are turned off—which means that Bridger Orthopedic's critical patient and business data is better protected.

Active and passive power management capabilities that reduce energy cost by $55 per year per PC.[3] With the ability to remotely turn off groups of PCs after hours and then power them back up before the start of the next business day, eWranglers can now save their customers money through lower energy usage, making a substantial positive impact on their ROI. "With the ability to proactively manage the PC's power state, we estimate that we can save customers $55 per PC per year," says Zetzer. "The more PCs a customer has, the more significant this benefit becomes." Rasmussen agrees: "This is very significant to us," she says. "We are always watching our costs and we have 50 PCs, so the dollars add up."

Systems that protect Bridger Orthopedic's IT investments and help them spend smarter. The performance and energy efficiency of Dell desktop and laptop PCs based on the Intel Core vPro processor family give eWranglers' clients the horse-power they need for demanding business applications—both today and as their applications change and grow over time. These PCs run business productivity and multitasking applications faster while also delivering excellent energy efficiency. This performance means that Bridger Orthopedic will be ready for tomorrow's improved medical and business applications, including multitasking and collaborative tools.

A True Partnership that Delivers Business Focus

For Jayne Rasmussen, managed services from eWranglers are key to the ongoing success of Bridger Orthopedic. "It's simple," she says. "eWranglers handles the technology so that I can focus on the business. From day-to-day IT issues, to selecting tools for us, to IT strategy and budgeting, eWranglers is more than an outside provider—they're a part of our organization." For Steve Zetzer, that's the fulfillment of eWranglers' mission. "We provide our clients excellent IT functions with predictable costs and predictable outcomes," he says. "When we replace a client's part-time IT person, or a staff of one or two IT people, they gain our broad bench of IT experts and a strong focus on best practices and appropriate tools like Intel vPro technology-based PCs. The result, as Jayne and Bridger Orthopedic are experiencing, is IT that better supports their business goals while staying out of the way."

For More Information

For more information on the benefits of Intel vPro technology for small and mid-sized businesses, visit **msp.intel.com**.

For more information on eWranglers, visit **www.ewranglersBTS.com**.

For more information on Bridger Orthopedic and Sports Medicine, visit **www.bridgerorthopedic.com**.