

Hospital IT saves time with KACE

American Hospital Dubai made sure the right applications and data are available on the right devices during the height of the COVID-19 pandemic using the KACE Deployment Appliance and KACE Systems Management Appliance.



المستشفى الأمريكي
AMERICAN HOSPITAL

Country: **United Arab Emirates**

Employees: **1600**

Industry: **Health Care and Hospitality**

Website: www.ahdubai.com

American Hospital Dubai is a premier private health care provider in the Middle East. The hospital provides world-class medical services to its community, but like many medical institutions, it was challenged during the COVID-19 pandemic.

The pandemic brought about new challenges for the American Hospital and gave renewed urgency to existing issues that needed to be addressed.

Fortunately, the hospital has been a Quest KACE customer for eight years, so the tools needed to tackle critical deployment and refresh challenges of the end user devices were already at their disposal.

About this case study

With their previous tool, American Hospital Dubai could not track nor get accurate inventory reports on their end user devices. Additionally, they needed help automating software deployment to ensure each of their devices had the proper applications installed to provide the required end user computer requirements.

Solution

With the KACE Systems Management and Systems Deployment Appliances, American Hospital Dubai was able to manage their endpoint devices, ensuring inventory reports are accurate and software is automatically deployed.

Benefits

- Inventory and IT asset management
- Endpoint management
- Automated deployment tasks and reporting

Solutions at a glance

- KACE Systems Management Appliance
- KACE Systems Deployment Appliance

Dark days for health care: A new problem

A challenge the American hospital had was to make room for more COVID patients, the hospital had to convert a hotel into a field hospital within 48 hours, where it required various compute and network services to be commissioned. Part of the scope was the deployment of various end user devices within a short period of time. They used KACE for the purpose to ensure the OS, drivers and applications were available per the hospital requirements in a remote site.

The move to automated systems deployment

AHD IT used the KACE Systems Deployment Appliance where it was used to image the various end user devices, allowing hospital staff at the field hospital use these various devices in a relatively short timeframe. KACE Systems deployment was critical where it ensured the images were properly installed and configured for the new site.

“That’s the confidence this tool has given us in these dark times. We don’t have to check; everything will be there. All we need to do is set the initial configurations properly, create our golden image and then start pushing it.”

-Seetha Battula, Senior IT Infrastructure Manager

The move to automated systems deployment

Another challenge is asset tracking when you do such fast deployments. Both hardware and software were critical to understand where these assets have moved to and what they are being used for.

AHD IT also used KACE Systems Management Appliance to automate endpoint-related administrative tasks, inventory of hardware and software. With KACE Systems Management, the IT team were able to track/view hardware and software assets. This included the ability to get detailed information of the various endpoints managed by the KACE tools.

An existing challenge

With the various support and security challenges with regards to maintaining end user device software, specifically the windows OS and its security requirements, AHD needed a solution to better manage both. KACE was able to help American Hospital with this challenge.

The health care domain in the Middle East is always advancing and innovating. Changes from the government and EMR vendors occur on almost a monthly basis, including having to deploy new applications on every device in hospitals. So, with how frequently these changes occur, American Hospital has been using KACE to ensure deployment tasks are handled correctly and in a timely manner. American Hospital used KACE SDA to upgrade/install PCs to Windows 10 across the entire hospital.

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