

# Stonybrook University Hospital

## Case Study



### The Challenge

Stony Brook University Hospital, a nationally recognized academic and regional medical center, was in the process of upgrading the majority of its systems and was seeking a service organization that had the experience and technical expertise to support their changing technology infrastructure.



The center's reputation for providing premier healthcare services stemmed from the ongoing emphasis on delivering the finest care to its patients and striving to be the first choice hospital for referring physicians, healthcare professionals, and research collaborators.

### The Solution

Working with the center's director of operations, DecisionOne implemented a comprehensive technology service solution for the entire organization —from mission critical data center systems to nursing station peripherals. As the medical center's single source IT services provider, DecisionOne delivers multi-vendor, high availability service and support to various hospital and campus locations. Dedicated onsite DecisionOne technicians support the mission critical data center equipment including mainframe and midtier servers; as well as desktops, peripherals, and printers with 24/7 service in various areas of the hospital including laboratories, Pathology, Pharmacy, Radiology, and other departments. In addition to onsite repair, DecisionOne also provides installation and upgrade services.

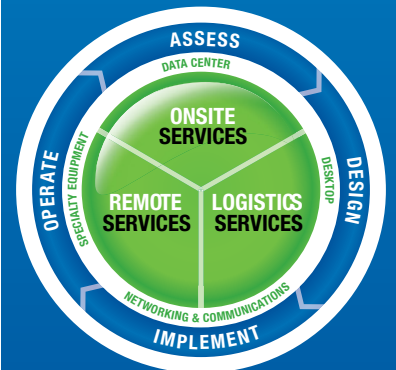
### The Results

Stony Brook University Hospital was able to achieve the following:

- 30% savings on IT service and support costs, enabling the hospital to invest in hardware and systems to better serve their patients
- Increased IT system uptime to the hospital's high availability data center equipment and other hardware
- The hospital's director of operations and staff have been able to focus on fulfilling the hospital's mission — and trust and rely on DecisionOne to take care of the hospital's technology
- Reliable, cost-effective, single-source technology support provider
- Access to spare parts inventory
- Multi-vendor expertise to support both older legacy systems and new hardware

*"Unlike many other service providers, DecisionOne can truly do it all. DecisionOne's technicians are trained on all manufacturers' equipment. The company has the critical and high-use spare parts inventory and expertise to support both our older legacy systems and new hardware. These competencies equate to fast repair, reduced downtime, and better service to our patients."*

— Jim Dolan,  
Director of Operations at  
Stonybrook University Hospital



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