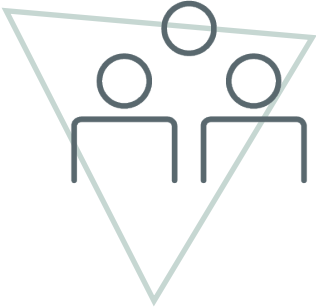


Hospital Strengthens Systems and Processes During Crisis



Customer Background



This large maximum-care hospital facility in western Europe is a part of a medical center that includes education for dentistry, biochemistry, midwifery, other health sciences, and research. It serves millions of citizens nationwide, and many recent patients are being treated for COVID-19.

The Symptoms and Diagnosis

The hospital recently experienced symptoms caused by the COVID-19 pandemic. The symptoms, which many other hospitals are susceptible to, included the inability of front-line teams to get access to critical equipment, healthcare systems, and the support they need to provide effective [patient care](#).

**Organizational
Bottlenecks Infect
Ability to Treat
Patients Effectively.**

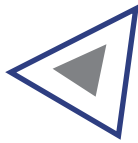
The Treatment



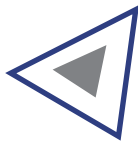
The hospital IT department knew that to alleviate the symptoms, they had to securely and quickly enable non-medical support employees to work from home, take a new approach to automating medical device and accessory provisioning, and streamline access to large applications for managing multiple functions.

When the hospital's stakeholders realized they would need experts to help them cure these technology challenges, they reached out to [HCL Enterprise Studio](#), knowing that our long-standing relationship would be a solid foundation for expediting the right medication.

An Enterprise Studio architect in the region stepped up immediately to provide guidance and hands-on help.



First, the customer team and architect focused on enabling non-medical support staff to work from home. Always of paramount importance, security requirements drove the need to secure large volumes of hardware and software tokens on short notice. Before the pandemic, the hospital system used a paper-based process to order tokens, procuring them on an exception or case-by-case basis. The architect collaborated with the customer team to implement a solution built on service management tools that many IT organizations may already have. Introducing forms for requesting tokens into CA Service Catalog, the solution automatically forwards the forms for approval to the system that provisions tokens via CA Process Automation Manager. In just three days, the solution was in production, ready to streamline the process for secure [remote work](#).



Next, the process of ordering IT and medical devices and accessories through CA Service Catalog was modified. The architect was very helpful with making changes to existing processes so that the hospital's CA Service Desk, CA Service Catalog, and CA Process Automation Manager solutions from Broadcom worked together in a newly optimized process that reduced delays for on-site staff and remote workers.

Before the COVID-19 outbreak, access to large key applications was granted on a per-module basis. The access request process could progress only after all approvals or rejections for each module were completed, and the process was monitored by a person from the hospital's team. As is true for many organizations managing through unexpected and traumatic events, taking pressure off staff while not slowing them down with ineffective processes is essential. The architect used CA Process Automation Manager to automate monitoring, eliminating the complexity of the hospital's previous process and freeing staff to focus on other activities.



A Positive Prognosis



For this hospital, recognizing the need for decisive action and engaging trusted expert advice resulted in a positive impact right away, when time and resources were so constrained, and for the future. The hospital fully expects no recurrence of symptoms.

As the architect said, **“It has been very motivating to know that every hour I spent helped someone to do important work to improve the health of patients.”**

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