

## SOLUTION BRIEF

# Mitigate the Stress of EMR Deployment through Greater IT Visibility

Don't "go live" without a SysTrack IT health check



Every healthcare organization that has planned and deployed an electronic medical record (EMR) system knows how demanding and all-encompassing the planning and pre-launch processes can be — not to mention the launch itself. Organizations must manage an “all-hands-on-deck” scenario over the course of a few years, taxing medical providers and clinical support staff, as well as the IT team behind the scenes.

Fortunately, there already are resources you can leverage as part of your EMR rollout to ease the implementation: your endpoints. Think of endpoints — including printers, laptops, tablets, virtual machines, and rolling carts — as ready-made windows into the granular details across your digital environment, in turn giving IT teams the holistic visibility they need to ensure mission-critical uptime as the EMR system goes online.

## Challenges

Preparing for the “go live” date of an EMR rollout is a daunting effort for any IT team — no matter how scaled up it is to support the typical two- to three-year implementation plan. Here are some common challenges:

- Poor visibility across the system environment, especially in the run-up to the “go live” phase, can have a negative impact on the overall success of an EMR deployment.
- There is no room for error when it comes to digital transformation projects for hospitals and healthcare systems. Operations at hospitals, clinics, and other ancillary sites can't pause delivering care until an EMR system is fully online.
- Patient care and, in turn, patient satisfaction depend heavily on smooth-running IT operations.



## Solution

The best place to start improving IT visibility and delivering quality end-user experiences across the clinical environments is at the endpoint. These endpoints provide a trove of performance and usage data, ensuring critical resources can be monitored and proactively managed to support a seamless transition to “go live.” Lakeside Software’s Digital Experience Cloud, powered by SysTrack, continuously gathers more than 10,000 data points every 15 seconds to deliver IT visibility on anything that might impact patient-critical devices and their performance. These metrics — including CPU, RAM, memory, software version details, network latency, and more — are then analyzed to provide IT with the necessary insights for driving a successful EMR deployment in three ways:

### Endpoint Visibility:

Understand the health of devices and digital experiences across your organization by monitoring and analyzing end users’ interactions with technologies and processes.

For example, you can:

- Gain concrete insights on the use of nurse carts, and whether the digital stations are available at the right time and place
- Know where printers are linked and mapped (based on user roles)

### Proactive and Predictive Support:

Leverage artificial intelligence capabilities to solve IT problems affecting productivity quickly — or even before they have an impact on patient care.

Specifically, you can:

- Identify where problems are in order to respond quickly and reduce the overall mean time to resolution
- Detect potential hardware issues and proactively resolve them before the point of failure

### Monitoring:

Establish baselines and track and measure device performance before, during, and after launches to reduce friction.

For example, you can:

- Check the strength of Wi-Fi signals throughout crucial patient-care areas
- Determine active time on devices to help fine-tune workflows

# About Lakeside

Lakeside Software is ushering in a new era of proactive IT with SysTrack, the industry's most powerful AI-driven Digital Employee Experience (DEX) platform. Trusted by Fortune 500 companies worldwide, Lakeside SysTrack dramatically reduces IT costs, prevents system failures before they occur, and drives strategic decision-making through unparalleled visibility. Learn how you can save 20% on annual IT costs per employee at [lakesidesoftware.com](https://lakesidesoftware.com).

