



Empowering Healthcare

## McKesson Asia-Pacific. The largest provider of telephone based healthcare services in Australia and New Zealand has partnered with Wyse to maintain the leading edge in a highly competitive industry.

### Customer:

- McKesson Asia Pacific
- 5 call centres in Sydney, Melbourne and Perth, Wellington and Auckland.
- Over 200 users (and growing)

### Challenges:

- Supplementing McKesson's qualified healthcare and nursing professionals in its Sydney, Melbourne, Perth, Wellington and Auckland call centres.
- Enabling qualified professionals the option to work from home as part of the McKesson@Home team – irrespective of geographic location.
- Developing an IT infrastructure that grows with McKesson@Home - and is easy to install, use and maintain by "everyday" users.
- Manage IT from the Sydney head office, and maximise productivity and cost efficiencies for IT and call centre personnel.

### Applications:

- McKesson's Clinical Decision Support Software (CECC)
- OPN – Instant Messaging System to liaise with team leaders for clinical quality
- Intranet – McKesson nurse's data resource library, other tailored support tools
- Microsoft Office and Outlook Internet access

### Server:

- HP DL380 running CITRIX Presentation server streaming ICA

### Network:

- LAN/WAN interoffice ( for McKesson@Home)

### Solution:

- Over 200 Wyse thin clients comprising S90, V90 and V90L running XPE Operating System.

### The Customer

McKesson Asia Pacific, the forerunner in high-quality telephone-based healthcare services, empowers Government departments and private organisations to successfully and easily deliver high-value, qualified health assistance to customers in Australia and New Zealand. McKesson Asia-Pacific employs over 500 staff and is part of the global health care services company, McKesson Corporation currently ranked 18th on the FORTUNE 500 list, earning more than \$US 93 billion in 2007.

Established in 1883 with headquarters in California USA, McKesson Corporation has a worldwide staff exceeding 32,000. The company's specialist expertise includes over 18 years experience in the development and implementation of global healthcare and clinical decision support services.

### Growing in a competitive market requires innovation

Increasingly, Government departments and private organisations are under growing pressure to provide easy-access healthcare related services to the community. However, as they know too well, qualified and trustworthy healthcare and nursing professionals in major metropolitan centres are in high demand and short supply.

McKesson Asia-Pacific understands these pressures. By strengthening the quality and performance of its own services using an innovative employment solution, McKesson has enhanced its already strong healthcare call centre capacity through a virtualised call centre, McKesson@Home, which works alongside its established call centres based in Sydney, Melbourne and Perth, Wellington and Auckland.

McKesson@Home allows significant potential for service delivery growth by offering qualified healthcare professionals living almost anywhere the opportunity to work independently without compromising their lifestyle, family or other commitments. Administered from the company's head office in the Sydney suburb of Lane Cove, McKesson@Home includes a growing number of full-time and part-time nurses working remotely from their home in metropolitan and regional areas around the country.



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Marise Hannaford  
IT Director - McKesson Asia-Pacific

## **An "easy" solution was realised using Thin Client**

"Our Government clients rank us highly for ease of doing business with," explains Co-President Dr Andrew Wilson, referring to a recent, independent Annual Client Satisfaction Survey. "We value this and want to ensure that every part of our service contributes to our customers' satisfaction. Selecting technology that is 'easy' to set-up and use by everyone involved is an important part of the process."

Also a priority is the ease of use for healthcare and nursing professionals whether they were located in an on-site call centre or at home. Especially for McKesson@Home employees, the solution had to be non-confronting and simple to self-install with seamless functionality despite being managed from the Sydney head office.

"Wyse's 'thin client story' is like an A-Z of making life easier for IT departments and users alike," said Marise Hannaford, McKesson's IT Director who has worked with Wyse on the project since August 2006. "On this basis alone, Wyse enables us to efficiently support the growing McKesson@Home team. Yet, even though our most pressing need was met, we also saw other benefits compound as we progressed with the Wyse thin client solution."

## **The process**

McKesson had a network of 150-200 PCs that contained unnecessary, often costly software in call centres and remote locations. These PCs were subject to hardware failure and the IT department was locked in a service cycle dominated by sporadic and time-consuming problems of software bugs and viruses or hardware breakages – as well as trying to meet the needs of a growing staff. In 2004, McKesson began its process toward a thin client computing environment and selected Wyse based on their market leadership and how well Wyse's solution passed the rigors of a paper evaluation; "there was no need for a bake-off against the competition".

Following its successful tender with the Victorian Department of Human Services in 2005, McKesson constructed its Melbourne call centre with an initial 30 Wyse thin client devices running terminal server; additional devices were subsequently purchased for the other call centres and McKesson@Home staff. The Melbourne-based project gave McKesson the opportunity to aggressively pursue the more dynamic standard operating environment (SOE) comprising Wyse thin clients – ceasing procurement of PCs in 2006.

## **The system**

Today's system of more than 200 Wyse thin clients (comprising S90, V90 and V90L running on a Microsoft Windows XPE Operating System) operates from a HP DL380 server running CITRIX Presentation Server streaming ICA across a LAN/WAN interoffice (Internet for McKesson@Home). It incorporates five call centres and a host of McKesson@Home staff. However, in the corporate team there remain some users who still require more comprehensive software applications than those accessed by call centre staff – these corporate users comprise a hub of contained, geographically centralised PCs running specialist applications such as those used in HR, Finance, IT and Marketing.

*“A real benefit for us is the overall EarthSmart focus of Wyse. Their solution was incredibly ‘green’ from its components to operational and power efficiencies – a Wyse thin client in full operation uses less power than a TV on standby.”*

Marise Hannaford  
IT Director - McKesson Asia-Pacific

Wyse’s Australia & New Zealand Regional Sales Director, Ward Nash, says that McKesson Asia-Pacific sets a high standard for using thin client for workers at home. “McKesson has owned this project every step of the way and they knew what they wanted to achieve to suit their business model. They are a great example for how to adapt a technology solution for operational and strategic advantage – especially when blending on-site and remote staff, such as its call centre and McKesson@Home employees.”

### Overall Results

“The Wyse thin client terminals easily met our fundamental need: to be easy to use by almost anyone anywhere and easy to manage from one place. However, the Wyse solution also has other benefits such as cost efficiencies in deployment, data security, centralised management, hardware reliability, and even ergonomics,” explained Hannaford.

McKesson Asia-Pacific found that Wyse’s lighter-weight, slim-line thin client is far easier and cheaper to ship than a PC. The deployment cycle is further simplified because McKesson bulk image the Wyse terminals and then each is pulled off the shelf, packed into a courier box with other pieces of the standard M@H kit, shipped and plugged in as required. No data or applications reside on any nurses desktop.

Each Wyse thin client begins its McKesson@Home journey in a cardboard box; don’t worry! because there are no moving parts; it is robust and durable under the rough-and-tumble demands of day-to-day use. Once received by a McKesson@Home Nurse (whose time is not effectively spent working through a complicated user’s manual), the Wyse thin client is quickly plugged in and often forgotten as McKesson’s staff focus on the providing the quality service the company has built its reputation on. Despite a longer life-expectancy than PCs by five to seven years, if a replacement of a thin client device is ever required, the employee simply unplugs one and plugs in another for immediate use – initial set-up takes only a few minutes to image.

The absence of moving parts such as a fan means the Wyse thin client does not generate any heat or noise when in operation – especially if in a confined space such as a home office. In fact, many employees mount the Wyse thin client terminal off the desk behind the monitor resulting in a zero desktop footprint.

“A real benefit for us is the overall EarthSmart focus of Wyse. Their solution was incredibly ‘green’ from its components to operational and power efficiencies – a Wyse thin client in full operation uses less power than a TV on standby,” added Hannaford. “This aspect matters to our clients, especially Government departments, as much as it matters to us. McKesson Asia-Pacific is proud that we voluntarily comply with global data protection and environmental standards simply by partnering with Wyse.”

### The Future

With a flexible, sustainable solution that will grow with the company, McKesson Asia-Pacific is optimistic about the future with Wyse. Having strategically positioned itself to succeed in a competitive market, the company can focus on economising its IT systems and delivering the high levels of client satisfaction they have worked hard to earn.



Meagan, a McKesson@Home nurse.

*"We do get a Total Cost of Ownership return on our IT support staff ratios – IT and Learning Development staff love the solution as it's so easy to train and support."*

Marise Hannaford  
IT Director - McKesson Asia-Pacific

"I'm very pleased of our decision to work with Wyse and, in 2007, we formalised the thin client technology platform as our SOE for both Australia and New Zealand," continues Hannaford. "In 2008, we plan to migrate our Disease Management and our Mental Health programs to the Wyse/Citrix platform, and we intend to undertake remote training and induction for McKesson@Home staff to increase our recruitment capacity in both Australia and New Zealand."

### Conclusion

User feedback – from healthcare and nursing professionals in the field – has been positive, describing the solution as "very simple to use". This was a critical factor in determining the preferred SOE for McKesson Asia-Pacific.

"Our nursing staff really like the option of working at home, which gives them flexibility for a more personalised work-life balance. Based on their feedback, we plan to exploit the technology to advance both our business and recruitment opportunities in the market place." Hannaford is also pleased with the response from support staff, "We do get a Total Cost of Ownership return on our IT support staff ratios – IT and Learning Development staff love the solution as it's so easy to train and support."

**MCKESSON**  
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