



## Windows Vista Customer Solution Case Study



## Medical Device Company Boosts Security and Efficiency with New Operating System

### Overview

**Country or Region:** United States

**Industry:** Manufacturing—Medical devices

### Customer Profile

Wisconsin-based Kinex Medical Company designs and manufactures medical devices that provide early rehabilitation in patients' homes. The 78-person company serves customers in 43 states through a network of distributors.

### Business Situation

Kinex Medical Company sought to enhance its ability to search for files related to patient records and to improve security for data in its electronic records system, which is based on Microsoft® Office SharePoint® Server 2007 and the Office InfoPath® information-gathering program.

### Solution

Kinex deployed the Windows Vista® Enterprise operating system throughout its organization and will soon extend the deployment to its distributors.

### Benefits

- Tighter desktop security
- Higher efficiency and productivity
- Greater use of existing resources
- Enhanced competitiveness

“Windows Vista Enterprise is not only easy to deploy, easy to use, and easy to manage. It has many features that help a business to perform better.”

Scott Noles, Technology and Education Manager, Kinex Medical Company

Kinex Medical Company designs and manufactures medical devices that reduce medical costs by providing early rehabilitation in patients' homes. In 2006, Kinex deployed an electronic records system based on Microsoft® Office SharePoint® Server 2007, achieving significant cost savings. Then, in 2007, Kinex upgraded its PCs from Windows® XP to the Windows Vista® Enterprise operating system for further IT enhancements. By doing so, Kinex has bolstered its ability to protect its network against security breaches and to safeguard patient data. Provisioning new computers is up to five times quicker, and overall efficiency has risen with faster, easier searching and fewer operating system issues. What's more, even with six new server computers, the three-person IT department can manage everything. For Kinex, these results have made the new operating system a competitive asset.



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Scott Noles, Technology and Education Manager, Kinex Medical Company

## Situation

Kinex Medical Company, located in Waukesha, Wisconsin, designs and manufactures medical devices. The company's products help reduce medical costs by providing early rehabilitation in patients' homes. Kinex products control post-operative pain and inflammation, prevent blood clots, and help patients regain mobility. The company offers its products through a network of more than 250 representatives in 43 states.

In 2006, Kinex moved its paper-based system for tracking patient data and billing records to a paperless system based on Microsoft® Office SharePoint® Server 2007 and the Microsoft Office InfoPath® 2007 information-gathering program. The company's server hardware runs a mix of Windows Server® 2003, Windows Server 2008, and Windows® Web Server 2008 operating systems. Kinex employees also rely on other Microsoft products, most notably, the Microsoft Office Outlook® 2007 messaging and collaboration client.

When it made the change to the paperless system, Kinex deployed tablet computers running the Windows XP Tablet PC Edition operating system to its distributors to give them access to its electronic records system. This records system allows Kinex to electronically capture patients' demographic information, as well as their signatures.

Most distributors download patient forms created with Office InfoPath, complete them on the tablet computers, and upload the data to the records system by dialing in once a day through a virtual private network connection. The InfoPath XML-based forms can directly input or extract data from a 35 gigabyte Microsoft SQL Server® 2005 database that contains about 50,000 patient orders. Those distributors that do not upload the forms directly can fax them to Kinex for processing.

The automatic workflows and paperless office that Kinex created in 2006 have worked well. The productivity gains provided through the Enterprise Search feature in Office SharePoint Server 2007 is saving the company money through automated tracking and faster searching. The costs associated with serving its distributors have also declined.

But Kinex had plans to do even more. Specifically, the company wanted to strengthen its computing systems to help safeguard patient information and more easily comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). It also wanted to simplify its IT infrastructure and reduce the IT time that was spent on deploying software or fixing computers when employees changed configurations or downloaded unauthorized software that resulted in software conflicts. Finally, Kinex sought to expand its search capabilities so that employees could search all documents and files, including e-mail messages, along with the files in its electronic records system.

The company has recently experienced rapid growth and believed that upgrading its operating system would make it even easier to enhance customer service, helping it to retain a strong competitive position. “When we first heard about the security and search features of the Windows Vista® Enterprise operating system, we knew we wanted to upgrade our computers as soon as it was practical,” says Scott Noles, Technology and Education Manager, Kinex Medical Company.

## Solution

In June 2007, Kinex began migrating employees' computers from the Windows XP operating system. Microsoft Gold Certified Partner Inacom Information Systems deployed the Windows Vista operating system on the first computer and offered guidance to Kinex, which completed the installation.

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Scott Noles, Technology and Education Manager, Kinex Medical Company

“Inacom has always been a good resource for us,” says Noles, “Inacom people stay current on the latest technologies. Inacom had also extensively deployed Windows Vista in its workplace, so it was natural to turn to them for our Windows Vista Enterprise implementation.”

Kinex upgraded nearly all of its employees’ computers to Windows Vista Enterprise, and plans to update the distributors’ tablet computers, which still run Windows XP software, soon. “We run Windows Vista Enterprise on about 99 percent of our internal computers now,” says Noles.

The migration was completed quickly. “After we performed an application compatibility assessment with our in-house applications and worked through a remediation process, we got about 80 percent of our employees up and running on the new operating system in just a week—everyone who was eager to get the system installed right away. People learned Windows Vista Enterprise features quickly, too. “They might have been a little nervous about the change at first, but they quickly learned to use it,” says Noles.

Windows Vista Enterprise integrated smoothly with all the company’s 2007 software, making all Microsoft Office files—including e-mail messages in the Office Outlook 2007 client software—fully searchable by the Windows Instant Search feature in Windows Vista. For example, if there are e-mail messages or attachments that relate to patient records, that content can now be included in a single search.

### Benefits

The Windows Vista deployment has strengthened the electronic records management system at Kinex, giving the company more tools to help it maintain its competitive edge. With the upgraded operating system, Kinex has enhanced

desktop security, increased employee productivity, and improved IT efficiency. Kinex is also able to use the new operating system to extend the use of its existing resources. “Windows Vista Enterprise is not only easy to deploy, easy to use, and easy to manage,” says Noles, “It has many features that help a business to perform better.”

### Tighter Desktop Security

Because Kinex has grown by 80 percent in just the last year, the desktop security features of Windows Vista Enterprise have been highly beneficial to the company. Using the User Account Control feature, for example, Kinex can more easily manage its personal computers and help protect them against threats. “Employees outside of IT cannot access the root drive in Windows Vista Enterprise,” says Noles. “They can’t change configurations or download unauthorized software. That restriction has reduced our security risk.”

Among the other security features in Windows Vista Enterprise that Noles appreciates is Windows Defender, which helps protect against pop-ups, which slow performance, and malicious software and spam. In addition, Network Access Protection, which prevents outside computers from connecting to the internal network if they fail the company’s system health policy, is especially helpful when distributors or others try to log on from the field.

Kinex also plans to use Windows BitLocker™ Drive Encryption when it deploys Windows Vista to the distributors’ tablet computers, which the company supplies to them. That feature locks down the hard disk so that if the tablet computer is lost or stolen, unauthorized users cannot get access to the data—an important precaution in protecting patient data. “We are really pleased with the increased security features in Windows Vista

Enterprise,” says Noles. “They are quite impressive.”

### **Higher Efficiency and Productivity**

The Instant Search feature in Windows Vista Enterprise has broadened the search capabilities for employees at Kinex, which has improved overall efficiency. Employees can now locate files—including e-mail messages in Office Outlook as well as those on the SharePoint site—much faster than before. Employees can use multiple search criteria such as file type, file name, date, or text. “Instant Search in Windows Vista Enterprise is so fast and easy that I use it all the time,” says Noles. “I can look for anything on the network.”

The extended search capability is a boon to employees in a new department that Kinex has created to manage communications with distributors. “No matter what document a distributor asks for, the staff can find it fast with Windows Vista Enterprise,” says Noles. “It’s such a contrast to the days when we had a paper-based office. Then, people sometimes put files in a desk drawer and they were lost. Now, everyone can find them in even less time than when we first went paperless.”

The IT department has also boosted its productivity with Windows Vista. “It used to take us as much as five hours to set up a computer for a new employee,” says Noles. “Now, with Windows Vista Enterprise, it takes maybe an hour or hour and a half, which frees us to work on more strategic IT issues.”

The time savings achieved in provisioning computers is only one example of improved IT efficiency at Kinex. “Having everyone standardize on Windows Vista Enterprise is saving us time,” says Noles. “The few issues that come up can be resolved once and applied everywhere. And the more we

standardize, the more we gain consistency, and the easier it is on our IT staff.”

Because the company is growing and recently went to a single system for all work orders, from requests to the help desk to ordering office supplies, Noles can’t track help-desk demands on a per-employee basis. “However, I can say that there are virtually no work orders related to the Windows Vista operating system, which wasn’t the case with previous operating systems,” he says.

What’s more, although the company has grown by 80 percent in the last year and has expanded from 9 server computers to 15, the IT department is still run by only three people. “Although Windows Vista Enterprise isn’t responsible for all of our increased efficiency, it certainly plays a role,” says Noles.

### **Greater Use of Existing Resources**

With Windows Vista Enterprise, the company also got the rights to four virtual operating systems for no additional cost, so it can run some applications on the Windows XP operating system and still take advantage of the latest enhancements in Windows Vista Enterprise. “We appreciate being able to use our existing licenses,” says Noles.

### **Better Competitive Environment**

Kinex believes that Windows Vista, with all of its advantages, is helping the company to maintain its competitive position and support its high rate of growth. As it moves forward, Kinex also expects that providing its distributors with tablet computers equipped with the new operating will help it recruit and retain top people.

“For us, our systems are a major advantage over our competitors, which tend to be smaller operations,” says Noles. “We can track our patients. That’s a huge benefit, because we know at any given point where a patient is in the recovery process. Windows

## For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: [www.microsoft.com](http://www.microsoft.com)

For more information about Inacom Information Systems products and services, call (877) 462-2664 or visit the Web site at: [www.inacom.com](http://www.inacom.com)

For more information about Kinex Medical Company products and services, call (800) 845-6364 or visit the Web site at: [www.kinexmedical.com](http://www.kinexmedical.com)

Vista Enterprise streamlines that process. Because it's so easy to use, we can serve our customers and distributors far better than we could in the past."

## Windows Vista

Windows Vista can help your organization use information technology to gain a competitive advantage in today's new world of work. Your people will be able to find and use information more effectively. You will be able to support your mobile work force with better access to shared data and collaboration tools. And your IT staff will have better tools and technologies to enhance corporate IT security, data protection, and more efficient deployment and management.

For more information about Windows Vista, go to: [www.microsoft.com/windowsvista](http://www.microsoft.com/windowsvista)

### Software and Services

- Windows Vista Enterprise
- Microsoft Office
  - Microsoft Office InfoPath 2007
  - Microsoft Office InfoPath 2003
  - Microsoft Office Outlook 2007
  - Microsoft Office Outlook 2003
  - Microsoft Office SharePoint Server 2007
- Microsoft Server Product Portfolio
  - Microsoft SQL Server 2005
  - Windows Server 2008 Enterprise 32-bit
  - Windows Server 2003 Enterprise, Standard, and Web editions
  - Windows Web Server 2008

### Hardware

- Dell, HP, Gateway server computers
- Gateway tablet computers
- Gateway Profile personal computers

### Partners

- Inacom Information Systems