

SANTÉ SERVICE - NEC TCM160



Santé Service choose the NEC Computers mobile thin client solution

- **Santé Service's challenge:** provide its mobile team with a secure, easy-to-manage, cost effective solution
- **Solution:** 550 NEC TCM160 mobile thin clients equipped with a 3G+ card
- **Benefits:**
 - Ergonomic, secure and easy-to-adopt solution
 - Reduced Total Cost of Ownership (TCO) due to a reduced purchase cost, simplified deployment and maintenance



SANTE SERVICE

Created in 1958 by the League against

Cancer and of Pr. Denoix, Santé Service, 1901 Law Association, is the most important home care organisation of Ile-de-France. For almost 50 years, Santé Service has provided medical care services to patients suffering from a range of illnesses and conditions.

The challenge : Provide a mobile solution for over 500 nomadic users

In 2006, Santé Service, which manages more than 1,200 home care patients per day in the Ile-de-France region, required an upgrade of its IT equipment for its mobile workforce. This team consists of 550 employees in regular contact with patients from numerous professions including nurses, auxiliary nurses, dietitians, psychologists, social workers, coordinating doctors as well as a logistic service. There was a clear need to provide an end-to-end solution for this mobile team.

As part of their activities, these medical professionals needed access to the patient's records as well as to their diary and emails. This software environment is based on Microsoft TSE (Terminal Server Edition) thin client architecture.

Santé Service had a range of expectations which NEC was required to fulfil within its solution.

SANTE SERVICE - REQUIREMENTS

FOR MOBILE USERS :

- **Mobility:** the mobile solution needed to accompany the medical professionals during home visits to patients. The weight, autonomy and reliability of the NEC TCM160 was crucial.
- **Security:** the patient's data is confidential and must be protected from the risks of data loss or theft.
- **Connectivity:** the users must be able to access their patients' data when they are out of the office. Therefore, Santé Service required a solution to enable them to have remote access to their work environment.
- **Service continuity:** The medical and logistic teams required access to their system 24/7 with no risk of interruption.

FOR THE IT SERVICE :

- **Ease of implementation:** the thin client architecture enables access through the server and does not require intervention with every PC, thus enabling small IT teams to guarantee rapid deployment.
- **Ease of administration:** every mobile thin client can be managed from the server. Therefore, the IT service can perform remote management without limiting access of the medical team.



SOLUTION:

NEC TCM160

The mobile thin client.

The Santé Service's executive and IT managers considered various solutions before adopting the NEC TCM160, the unique mobile thin client solution offered by NEC Computers.

Within two weeks, 50 NEC TCM160 kits were delivered and were adopted by the coordinating nurses. Based on this success the IT service decided to deploy more than 500 NEC TCM160 to its mobile staff.

The NEC TCM160 is a last generation thin client in notebook format and combines the advantages of each of these two products.

FOCUS ON THE NEC TCM160

- 15" screen
- Only 2.5 kg
- Up to 6 hours of autonomy
- Microsoft Windows XP Embedded



MULTIPLE BENEFITS :

For users :

- **Comfortable to use** with 15,4" wide screen and 87-key keyboard. It allows mobile teams to draft reports easily or consult medical records at the end of a consultation.
- **High-speed connection** with the optional 3G+ card. It allows users to rapidly access their data at any time
- **Maximum reliability:** with no mechanical parts (hard disk, optical devices) the risks of breakdown are reduced, ensuring a better service continuity.
- **Unlimited mobility:** light (2.5 kg) and compact, the NEC TCM160 is also equipped with an 8-cell battery guaranteeing up to 6 hours of autonomy without recharging, enabling it to function all day long.

For the IT service :

- **Reduced operation cost:** centralised administration of servers and a very low breakdown rate and reduced Total Cost of Ownership.
- **Guaranteed security:** the NEC TCM160 used by the mobile staff has no data stored locally as it is hosted by the servers.
- **Rapidity of deployment:** the configuration of mobile thin clients is performed from the servers, so they can be implemented very quickly.

Utilising the NEC Computers mobile thin client solution will also enable the Santé Service association to be ahead of the Hospital 2012 requirements set by the government.

J.L CLOUET, Santé Service's IT manager said :

« As a medical organisation we were looking for a partner which specialises in mobile solutions and technologies. With the NEC TCM160 NEC Computers met all of our expectations »

Healthcare, Mobility, Security, Connectivity, Thin Client