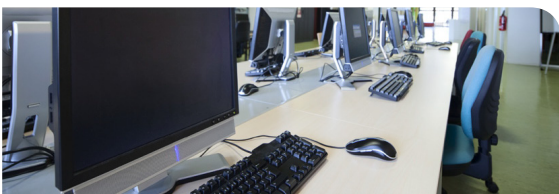


# A Successful Collaboration

## IT Solutions



### Southern Computer Warehouse and Intalere IT Solutions Collaborate to Change the Way Healthcare Facilities Approach IT Purchasing



#### A SHORT TAKE ON SUCCESS

##### The Challenge:

- Three very different healthcare facilities with immediate computer hardware needs require name-brand professional-grade solutions at a budget-conscious price.

##### The Solution:

- Intalere Information Technology Solutions, Intalere Affiliate HRS and IT supplier, Southern Computer Warehouse (SCW) collaborate to quickly and cost-effectively provide the equipment required – without sacrificing superior client care, level of expertise and overall white-glove service.
- Free ground shipping from SCW on all Intalere contract purchases provides much-needed additional savings.

##### The Outcome:

- New long-term collaborative partnerships between Intalere, its members, affiliates and suppliers are forged; creating a win-win business environment for all the organizations involved, as well as improved healthcare delivery for the patients they serve.



#### THE CHALLENGE

Marietta Memorial Hospital, Pacific Medical Centers and Perry Memorial Hospital – three very different healthcare facilities, all immediately requiring name brand computer hardware at a competitive price. Each organization serves a unique population covering the spectrum of patient care and operational settings:

- **Marietta Memorial Hospital** is a 199-bed not-for-profit acute-care facility located in Washington County, Ohio. Part of the Memorial Health System, Marietta Hospital serves 15,000 local residents, as well as tens of thousands of additional people from nearby communities. The facility employs 150 physicians in 40 medical specialties, 1,200 supporting staff members and provides state-of-the-art care in a full array of medical and surgical services.
- **Pacific Medical Centers (Pac Med)** is a network of 10 outpatient clinics offering primary and specialty care in the greater Seattle area. Committed to helping diverse and underserved members of the community, Pac Med offers urgent-care convenience as well as commitment to its patients' long-term health by providing services like diabetes management and obstetrics. Pac Med even makes available unique amenities such as Beacon Hill Clinic, dedicated solely to international travel services including immunizations and country-specific health advice. Pac Med accesses Intalere contract pricing via Intalere affiliate Health Resource Services (HRS).
- **Perry Memorial Hospital** in Princeton, Ill. is an integrated part of a small community voted one of the "best places to live" in rural America by Progressive Farmer magazine. Perry was awarded this distinction, in part, because of the state-of-the-art care available at this 25-bed facility. Featuring cutting-edge ICU and radiology services, as well as 27 medical specialties, Perry Memorial also attracts residents from surrounding counties.

Certainly, while IT functions and computer use is standard – even mandated – in every U.S. healthcare facility, each of these organizations faced very different hardware, application and operational needs.

Marietta Memorial Hospital and Pac Med both utilize one of the most recognized computer hardware manufacturers in the world, standardized throughout their respective organizations. Pac Med needed to purchase a large number of powerful business-class desktops and was shopping for a cost-effective bulk price and competitive shipping rate. Marietta only



required a few replacement units and components to supplement their current systems; thus, it was extremely important that the supplier exactly match specifications, as well as provide a great price.

Perry Memorial Hospital was not only interested in purchasing a large number of professional laptops and desktops from another best-selling computer hardware manufacturer, they also needed 40 bar code scanners for medication identification. In addition, they were under a very tight delivery deadline during the busy holiday season.

Each facility has long depended on Intalere, or Intalere affiliate HRS, for a comprehensive suite of healthcare solutions - from supply chain and pharmaceutical products, to financial management and operations support. However, they had not yet taken advantage of the full range of options provided by Intalere IT Solutions.

Shawn Padilla, director of supply chain and materials management for Pac Med, explained: "We had been purchasing this particular make of desktop for years, but directly from the manufacturer. Our IT department had never worked with healthcare supply chain. They didn't know about Intalere, or that name-brand computers could be purchased using our contract discount."

Matthew Archer, materials management supervisor at Marietta Hospital for Memorial Health System indicated a similar experience with computer purchasing: "We have a long history of using this particular best-selling brand of computer and tried various methods and vendors - including direct from the manufacturer - to obtain the best pricing and service levels."

They too had not yet considered utilizing their Intalere contract for this type of purchase.

Denny Miller, director of materials management at Perry Memorial Hospital, was in need of a quick turnaround of quotes when his technology services director relayed an immediate need for a large IT equipment need that had not been budgeted: "I had received a courtesy call from SCW a few weeks earlier, letting us know that they had just signed on as an Intalere vendor." After consulting with their local representative on what SCW had to offer, they decided to proactively request quotes from the new Intalere supplier, as well as their usual low-bidders.

## THE SOLUTION

Each facility gave new Intalere supplier SCW a chance to earn their business. Marietta Memorial Hospital decided to first try a preliminary order of limited size. "Quotes were literally obtained in a couple of hours," Archer said. On average, the total price was 15 percent lower than the usual manufacturer-direct cost. He was also especially impressed with the customer service received.

"We found SCW's personnel to be extremely courteous, prompt and professional. They were very precise in matching specifications and did so in an extremely timely manner."

Pac Med also compared manufacturer-direct prices to their SCW quote and recognized savings in the tens of thousands were immediately available. In addition to the contract discount, Padilla was additionally pleased to discover that he would not be required to pay for ground shipping. He consulted with Pac Med's IT director after receiving his quote.

"Not only was the pricing better, the equipment itself was upgraded: from 3GB to 4GB and from 250GB hard drives to 500GB."

Perry Memorial Hospital had a similar experience when Miller contacted SCW about equipment needed prior to the upcoming Thanksgiving holiday. "I was surprised that SCW came in many thousands lower than our normal low-cost supplier, and would pay the freight if shipped via ground," he said. He gave the quote to his technical services director to check specifications. "She confirmed it was apples-to-apples on everything." Happy with product and pricing, timing was still important. "SCW did a great job of communicating to us what would ship from their warehouse, and what would be coming from other locations, and all arrived as scheduled."

## THE OUTCOME

All three facilities were fully impressed with the efficiency, cost-savings and professional customer and technical service they received from SCW.

Amazed that Pac Med's order arrived - free of shipping charges - in only two days, Padilla decided to contact Bill Cook, his HRS representative to discuss the experience. "I wanted to let him know that I was planning to convert all of our computer hardware business over to SCW immediately."



Marietta Hospital had a similar response. "We recommend that any Intalere member should evaluate this vendor for these types of purchases," commented Archer.

Perry Memorial has already begun using SCW for additional IT and electronics needs, including the purchase of a large number of bar code scanners for medication identification applications. Being able to consolidate many different types of equipment purchases under a single contract is especially convenient, and time- and cost-effective. "Great job Intalere for finding these partners," said Miller, "and great job SCW for taking care of Intalere members!"

Cook at HRS was not surprised at the reaction of these new SCW customers. "SCW is a great partner and I'm glad they are on our team," he said. "HRS is extremely pleased to help our members maximize their Intalere contract savings and help improve the quality of patient care."

Intalere contracting representatives agreed that SCW has already proven to be a valuable addition to the portfolio of IT services and solutions offered by Intalere. The winning combination of highly competitive pricing, free ground shipping and exemplary customer service they provide - no matter what the individual need or unique situation - had quickly made SCW one of Intalere membership's key suppliers-of-choice.

**"On average, SCW's prices on name-brand computer hardware were 15 percent lower than the cost of buying direct from the manufacturer."**

**Matthew Archer · Supervisor of Materials Management · Marietta Memorial Hospital · Memorial Health Systems**

SCW chief operating officer, Starr Brown, explained her company's perspective by stating, "SCW is working together with Intalere and HRS to reduce the cost of healthcare IT. We leverage national, volume buying power to help Intalere members save money, as well as comprehensively and strategically utilize our state-of-the-art tools and resources to help healthcare providers expertly navigate the IT world."



## Intalere Information Technology Solutions

Outcome-focused purchasing resources and information, including contract savings, no-cost price verification programs and seasonal promotional pricing.

### About Southern Computer Warehouse

Contract Number VH10863  
Founded in 1994, award-winning, value-added reseller Southern Computer Warehouse Inc. operates on a unique "Circle in the Square" philosophy, existing as a central entity leveraging relationships between clients, vendors, manufacturers and local representatives to provide the best pricing available. Based in Marietta, Ga., Southern Computer Warehouse understands that world-class customer service and cutting-edge industry knowledge are essential for successful customer outcomes. The Southern Computer Warehouse National Healthcare Team delivers technology the right way for your facility. To learn more, visit [www.scw.com](http://www.scw.com).

### About Intalere

Intalere's mission focuses on elevating the operational health of America's healthcare providers by designing tailored, smart solutions that deliver optimal cost, quality and clinical outcomes. We strive to be the essential partner for operational excellence in healthcare through customized solutions that address customers' individual needs. We assist our customers in managing their entire non-labor spend, providing innovative technologies, products and services, and leveraging the best practices of a provider-led model.

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