

Software Implementations: A Desktop Support Perspective

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- Welcome & Introductions
- Agenda Review
 - About me
 - What were they thinking?
 - Why did they sell it this way?
 - Challenges of small vs. enterprise deployments
 - Reputation building
 - Conclusions

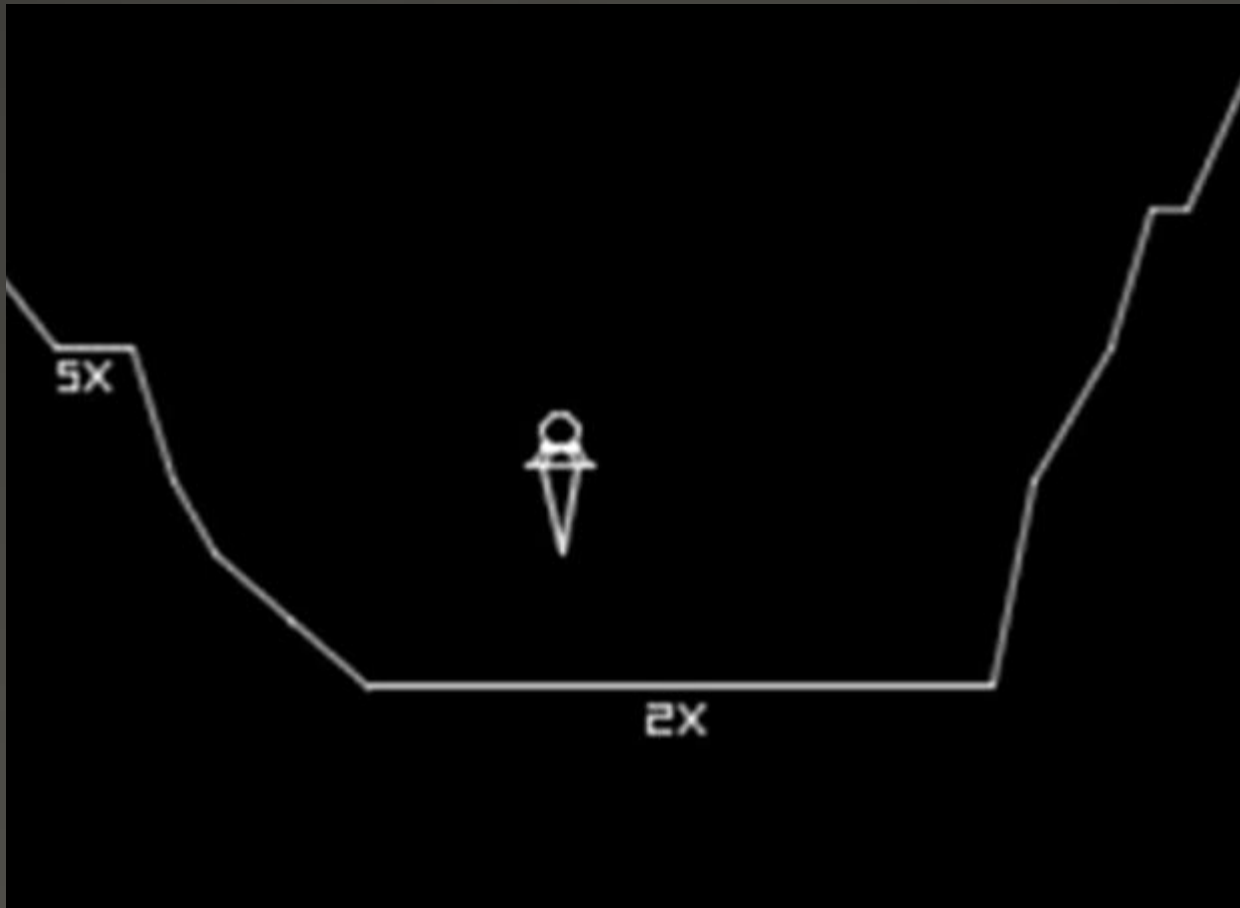
Agenda

- Understand Potential Issues
- Program for the enterprise
- Do not compromise security
- Protect/Secure PHI
- Educate your Salespeople
- Support your customer

Goals

- Self Proclaimed “Computer Geek”
- Self-Taught Many Skills

About Me



- Self Proclaimed “Computer Geek”
- Self-Taught Many Skills
- Multi-Industry Experience
- Former Business Owner
- 12 Years In Healthcare
- Windows Guy
- My Forecast – Apple Wins
- My Current Role

About Me

Release Notes

Products:




Version: 4.23.6.512

Released: September 16, 2011


Platform Compatibility

		Version	Platform	Service Pack
Client	Windows XP		32 bit	SP 2
	Windows 7		32 bit	
Browser	Internet Explorer	6	32 bit	latest update
	Internet Explorer	7	32 bit	latest update
	Internet Explorer	8	32 bit	latest update
	Internet Explorer	9	32 bit	latest update

**Topic One:
What Were They Thinking?**

	 Net Thin Client &  Client SW Application
Date: 02/11/09 Rev. 06	Client PC and Bandwidth Specifications


2.1. Minimum Hardware:

Pentium III, 1 GHz, 256 MB RAM (for  Thin Client)
Disk space: 10 GB
True Color Display
Video card memory: 64MB
Screen Resolution: 1280x1024

2.2. Preferred Hardware:

Pentium IV, 2 GHz, 1 GB RAM
Video card memory: 256MB
Screen Resolution: 1600 x 1200

2.3. Minimum Software:

Windows 2K, XP SP2 x32
.NET 2.0 Runtime, Direct X End-User Runtime (June 08) (only for )

2.4. Preferred Software: Windows XP SP2 x32,
MS Word 2000, XP or 2003, if reports are used

2.5. Bandwidth requirement: 5 Mbps and <30 ms ping time

Topic One: What Were They Thinking?

You cannot run [redacted] from this user account.

You have logged onto Windows with the Limited user account named 'jsmith2'.

The [redacted] Program MUST be started from a user account with Administrator privileges in order for your therapy results to be recorded. You are logged on to your computer as a 'Limited User'. You must Exit the [redacted] program, log off your computer and log back under an 'Administrative User' account.

If you need assistance please call [redacted], Inc.
888-810-[redacted] toll-free
480-983-[redacted] Arizona
[redacted] Version: 7.31

Visit our support site at [http://www.\[redacted\]techsupport.com/](http://www.[redacted]techsupport.com/)

Exit

Topic One: What Were They Thinking?

- Poor Documentation
- Administrator Access Required?
- Inability to Scale (no Silent Install)
- No Testing Capability
- Misrepresentation

Topic One:
Why Did They Sell It This Way?

- XP Still Around
- User Profile Differences
- Windows 7 UAC
- Windows 7 Added File/Folder Security

Sidebar: About MS Windows

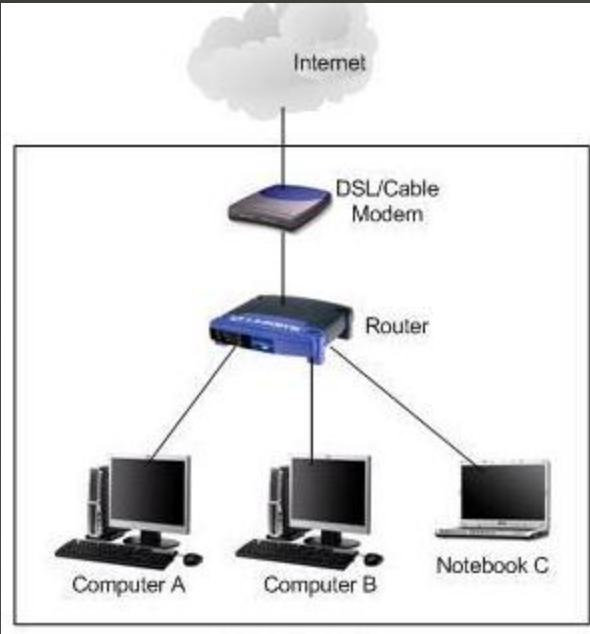
QUESTIONS?

Topic One:

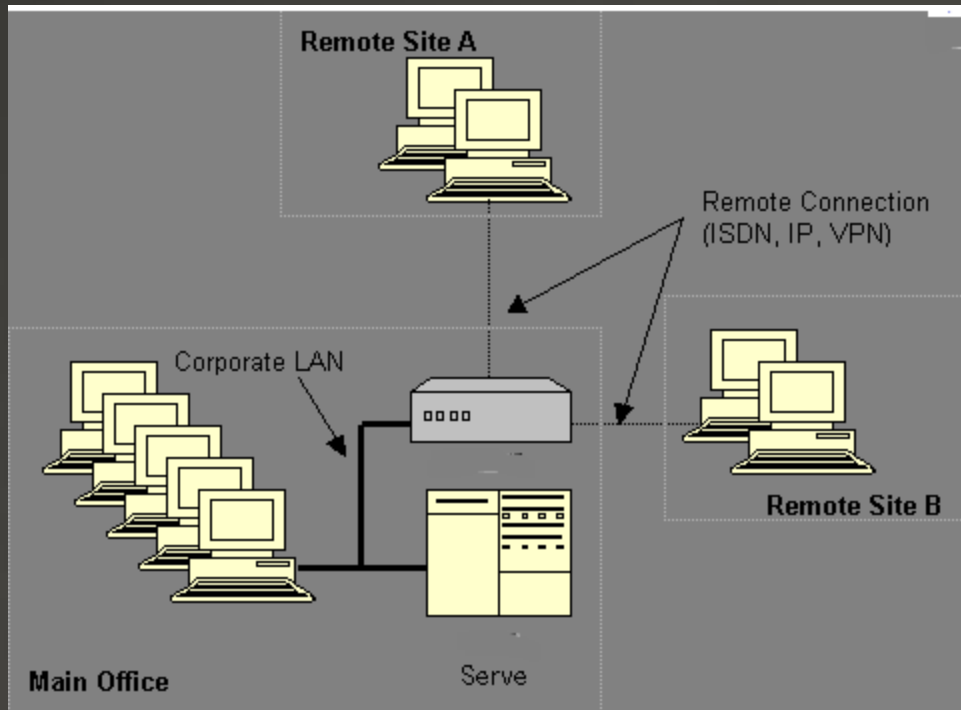
Why Did They Sell It This Way?

- Understand Potential Issues
- Program for the enterprise
- Do not compromise security
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Goals



Topic Two: Small Scale & Enterprise Deployments



Topic Two: Small Scale & Enterprise Deployments



Topic Two: Small Scale & Enterprise Deployments

- Small deployments are easy
- Enterprise deployments are complicated
 - Tech calls – pre & post sale
 - Lab tests
 - Site pilots
 - User focus groups
 - Training and deployment strategizing

Topic Two: Small Scale & Enterprise Deployments

- Designing for the enterprise = Solid foundation for growth

Topic Two: Small Scale & Enterprise Deployments

QUESTIONS?

**Topic Two: Small Scale &
Enterprise Deployments**

- Understand Potential Issues
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Goals

- Security is key
- Protect PHI
 - Dual authentication support
 - Complex passwords
 - Activity/Audit/Error logging
 - LDAP integration
- Support Encryption and Antivirus SW
- Version controls

Topic Three: Reputation Building

- Do's & Don'ts
 - Don't misrepresent features
 - Don't say it's in the next version unless it is
 - Don't modify a customer's computer without IT authorization
 - Do accept requests and ask questions
 - Do explain why a question or request is not possible or impractical
 - Do avoid saying no without offering an opportunity to escalate or discuss further
 - DO – BE HONEST – own up to errors/mistakes

Topic Three: Reputation Building

- **Build Relationships With Sales Team**
 - Talk to Senior Developers re: experiences
 - Educate them on the product, not the brochure
 - Advise them to get the customer's IT department involved before the sale.

Topic Three: Reputation Building

QUESTIONS?

Topic Three: Reputation Building

- Understand Potential Issues
- Program for the enterprise
- Do not compromise security
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Goals

- Successful SW Deployments Occur When:
 - Product is technically sound
 - Documentation is correct
 - Features are not misrepresented
 - Security is strong
 - Enterprise deployments are supported
 - Customer support is friendly and competent
- A Happy Desktop Manager will recommend your product to everyone.

Conclusions

- Thank you for listening
- Feel free to contact me
- Joseph_Bowen@AtriusHealth.org

Final Questions?