Pulling together all the right pieces to save the customer time and money.

When a large Midwest healthcare organization wanted to implement an electronic medical records (EMR) system, multiple IT upgrades needed to be done first. Zones – a single source IT solutions and services provider and Premier Contracted Supplier – had the people, tools, and partnerships to complete the large refresh project. We saved the organization money, some they didn’t expect, and saved them significant time by completing price negotiations, purchasing, and logistics.

**CHALLENGES**
- Upgrade a variety of products from multiple vendors to support EMR implementation
- Managing licensing agreements and purchasing agreements
- Stay within budget constraints

**SOLUTION**
- Zones product offerings and supply chain management
- Zones acting as a Premier Contracted Supplier
- Licensing consultations and acquisition (hardware and software)

**RESULTS**
- Lowest Premier contract prices, and Dell negotiated pricing
- Time and cost savings by using Zones support services
- Support of diversity goals, Zones is a certified MBE
- Over $900k cost avoidance
The Challenge

Before a healthcare organization with 50 locations could move forward with an electronic medical records (EMR) implementation, some tech upgrades were required.

They were facing the arduous task of managing the purchase and delivery of multiple types products – desktop and laptop PCs, scanners, printers, accessories, thin clients, and more – from multiple hardware manufacturers.

The organization was confident that they would stay on budget through their membership with the Premier healthcare alliance. But, they didn’t have the staff that could devote the number of hours that a project this size required.

The Solution

Zones was the solution, taking on and solving every project challenge.

- All of the products were provided by Zones – HP and Lenovo laptops, Dell servers, HP printers, LG displays, SAP software, and more.
- The lowest possible prices were secured because of Zones’ status as a Premier Contracted Supplier.
- Zones arranged licensing for hardware – such as HP printers – and software, including Microsoft, McAfee, and Trend Micro.
- Software licensing services for SAP software purchase.
- Zones managed all order-tracking, delivering weekly summaries of all purchases, whether orders had shipped, and other project details.
- Zones account executive acted as an intermediary between the organization’s purchasing and IT departments, coordinating buying decisions and managing vendor agreements.

The Results

Zones met the organization’s technology requirements through our industry partnerships and the expertise of our specialists.

- With Zones as a Premier Contracted Supplier, the project stayed on budget.
- Budget savings from Zones negotiated prices with Dell, who is not part of the Premier alliance.
- Cost reductions and other savings opportunities through consolidated purchasing.
- Time savings by working with one Zones contact, not half a dozen hardware and software vendors.

An unexpected benefit of working with Zones was gained through our status as a certified Minority Business Enterprise. This enabled the organization to support their diversity objectives.

What's Happening Now

Over $900k savings when Zones stopped a purchase order. As a product “gatekeeper,” Zones alerts the organization when we suspect a purchase will create a proliferation of products satisfying the same business need.

To avoid other potential mishaps, we’ve created an e-procurement system that integrates with the organization’s IT systems. This puts purchasing and order management best practices in place, while helping control costs and ensuring the lowest possible pricing.

We continue to work for the organization and are taking new steps to maximize their purchasing power:

- Software licensing services around current and future Microsoft contractual agreements that are impacted by the organization’s growth, acquisitions, and divestitures.
- Leveraging Zones partnership with Dell and the aggregate volume of Dell, EMC, and VMware products to negotiate higher savings.
- Negotiating discounts on unified communications equipment for upcoming upgrades; and identifying other areas of value, such as training credits and PoC equipment.