



Healthcare

Improving the patient experience with streamlined admin services

Centro di medicina Group

Centro di medicina Group relies on Lenovo and VMware solutions to ensure clinicians have data at their fingertips, while reducing back-office administration workload and cutting operational costs.

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Lenovo

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Who is Centro di medicina Group?

Centro di medicina Group operates a network of 45 private polyclinics and doctors' offices in Northern Italy, employing more than 3,200 people and serving over 1.5 million patients every year.



Centro di medicina

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The Challenge

Private healthcare provider Centro di medicina seeks to grow by adding locations and increasing its capacity to serve patients. In developing a national brand, the company focuses on medical excellence accompanied by a commitment to zero wait-time, as well as providing innovative medical insurance plans.

Growth naturally places workload pressure on the company's IT infrastructure, and slow system response times started to affect productivity as clinicians spent time waiting for data.

In addition, older technology with complex management tools was costly to run and did not offer the scalability necessary to meet company expectations.

Building 'zero-wait' customer service

Centro di medicina offers an alternative service to the highly stretched public healthcare system. To distinguish its brand, the company invests in staff, skills, and systems, highlighting its 'zero wait' policy for patient-centered treatments and medical plans.

With ambitions to become a truly national organization, Centro di medicina is adding new locations and reaching out to new populations. As the company grows, increased patient and staff numbers place increasing workload on centralized management systems.

To maintain its flagship 'zero wait' policy, and to ensure continued clinical and administrative efficiency, the Centro di medicina team looked for a way to improve system response time, cut costs, and enhance patient service.



“The challenge is providing a service to patients that demand faster procedures, whether it is for booking, zero queue time, scheduling, and much more, even as we scale the business and expand to new areas.”

Fanny Miggiano

Chief Technology Officer, Centro di medicina

Selecting Lenovo for growth and scalability

Centro di medicina worked with Lenovo Partner SINAPSI Srl - Villorba to move its business-critical appointments, clinical information, and company administration—such as finance and HR—solutions to a single Lenovo ThinkSystem SR650 server, combined with IBM FlashSystem storage. VMware vSphere® was deployed to help modernize the IT to run on a virtual architecture, delivering greater resource utilization and flexibility. The organization uses VMware vCenter for simple centralized management.

The services run 24/7, supporting clinicians with patient and diagnostic data, providing an always-on appointment reservation system connected to the Centro de medicina website, and running many specialist solutions such as prescriptions and hospital referrals.

Hardware

Lenovo ThinkSystem SR650

Software

VMware vCenter®
VMware vSphere®

While the previous system ran at near 95% capacity, the new Lenovo solution runs at around 20%, providing capacity for significant expansion to meet Centro di medicina's expansion plans.



“The Lenovo solution enables a new wave of innovation, thanks to the performance and capability it offers. The results are really impressive, and we are more than happy with our choice.”

Luisa D'Andrea

IT Manager, Centro di medicina

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Results

With Lenovo and VMware technology, system response times are notably faster, enabling clinicians to retrieve patient data more quickly and increase productivity. The patient appointment and general business administration solutions, hosted in VMware vSphere virtual machines (VMs), now provide improved performance, ensuring the company stays true to its 'zero-wait' promise.

In addition, the increased processing capacity enables Centro di medicina to expand its patient workload and add new staff to take advantage of the national growth opportunities for private healthcare in Italy.



Cuts waiting times for back-office processes to almost zero



Reduces complexity by consolidating all services to a centralized solution



Enables scalable capacity for growth with significant processing power

For Centro di medicina, individualized services are the future of healthcare, and managing the high volumes of personal medical data will depend on technology solutions that are capable of delivering fast and efficient processes.

The business challenge for private providers will be to deliver a service that supports speedy procedures, whether it is for booking, scheduling, accessing clinical data, and managing follow-ups. Backed by powerful Lenovo technology, Centro di medicina will be able to automate more processes and manage greater patient numbers as it expands throughout Italy.



“For us, Lenovo delivers the most advanced technology available on the market. We were astonished by the computing and processing power of the Lenovo ThinkSystem SR650 server.”

Fanny Miggiano

Chief Technology Officer, Centro di medicina

Why **Lenovo**?

Centro di medicina selected Lenovo ThinkSystem SR650 to ensure the company could meet its commitment to always-on services and zero-wait time for clinical data and appointments bookings. With multiple VMs running on a single system, Lenovo technology enables Centro di medicina to simplify its business and IT management, and cut its operational costs.

In addition, the Lenovo solution conforms to Centro di medicina's corporate environmental commitments for all its locations, including sustainable materials and energy efficiency.

"Centro di medicina chose Lenovo because it is known for reliability and quality, combined with high performance and capacity," confirms Fanny Miggiano.



How does a healthcare company prepare for national expansion?

Enabling high-performance systems and solutions with power and capacity for growth.

Explore Lenovo ThinkSystem Solutions

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