



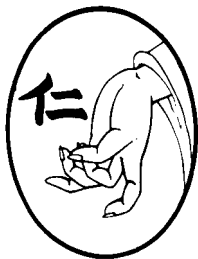
Microsoft Office System Customer Solution

Case study

“There are some major improvements in Outlook Web Access that make it much faster and friendlier for staff who need to access email from home or overseas.”

Lau Yock Kai

Manager, Management of Information Systems
Ren Ci Hospital and Medicare Centre



Just What the Doctor Ordered: Exchange Server 2003

Established in Singapore in 1994, Ren Ci Hospital & Medicare Centre has become an important part of the country’s healthcare system. A non-profit voluntary welfare organization, it provides care for chronically ill patients suffering from severe physical disabilities, long-term and terminal illnesses.

In the past year, Ren Ci’s operations have expanded considerably and the number of staff accessing the hospital’s computer system has increased from around 50 to 200. The hospital wanted a system that made it easier for staff to communicate and collaborate. With limited funds, Ren Ci needed a system that was cost-effective and required minimal maintenance. It found the solution in Microsoft Exchange Server 2003.

CUSTOMER PROFILE	BUSINESS SITUATION	SOLUTION	BENEFITS
<p>Ren Ci Hospital & Medicare Centre is a Singapore healthcare facility for low income and underprivileged Singaporeans. It is a non-profit voluntary welfare organization with 200 staff caring for around 450 patients.</p>	<p>Ren Ci staff and patient numbers have grown considerably in the last year and it needed a messaging system that could keep pace with developments, and make it easier for staff to communicate from different locations.</p>	<p>Exchange 2003 was deployed to improve the efficiency of communication and collaboration between hospital employees. Exchange 2003 has given Ren Ci staff an intuitive, secure and reliable way of working together from any location.</p>	<ul style="list-style-type: none"> ▪ Fast, easy-to-use remote email access ▪ Improved productivity through better anti-spam capabilities ▪ Greater security when sharing documents

“When hospital staff have the tools to do their job better and more efficiently, their working life becomes easier. However, the patients are often the biggest beneficiaries.”

Lau Yock Kai

*Manager, Management of Information Systems
Ren Ci Hospital and Medicare Centre*

Situation

Established in 1994, Ren Ci Hospital and Medicare Centre plays an important role in Singapore’s healthcare system. The hospital’s 200 employees provide low-income Singaporeans suffering from chronic illness with first-class healthcare services that they would otherwise not be able to obtain.

Over the past few years Ren Ci has experienced significant growth in patient and staff numbers. In the past year alone the number of staff has quadrupled, and demands on the hospital’s computer network and messaging system have increased commensurately.

With two locations, 24 hour operation, and patient welfare hanging in the balance, effective communication between staff is always important for Ren Ci. That made it important to find a system that would suit the needs of a growing hospital, yet deliver the kind of value and total cost of ownership that a charitable organization subsisting on donations requires.

Manager of Information Systems at Ren Ci, Mr. Lau Yock Kai said that although the hospital charges lower fees, it was committed to providing patients with the best possible care. “We hold ourselves up to the highest standards in everything we do. Whether it’s caring for patients or improving facilities for staff, we have always strived for the best.”

Solution

Ren Ci’s attention to the quality of healthcare services it provides applies to technology as well. When Windows Server 2003 and Exchange Server 2003 became available the IT department was eager to deploy both. Ren Ci’s IT staff easily saw how the combination would bring improved communication and collaboration features that would benefit Ren Ci’s entire staff and, through their performance, benefit patients as well.

In early October 2003, in the space of just four hours, Ren Ci’s IT department and Microsoft Singapore partner Chass



Ren Ci Hospital and Medicare Centre provides low-income people in Singapore with medical services they would not otherwise be able to obtain. Microsoft Exchange server is helping them to do this.



Ren Ci Hospital and Medicare Centre IT Manager Lau Yock Kai says that being a charitable organisation doesn't mean settling for anything less than the best when staff performance and patient care are affected.

Computer Consultants migrated the hospital from Exchange Server 2000 to Exchange Server 2003.

Benefits

Ren Ci has been quick to take advantage of the new communication and collaboration features that the system upgrade has made available. IT, clerical and medical staff are all benefiting from its implementation. Outlook Web Access enables full-featured access to e-mail from any computer with an Internet connection. Improved spam filtering is helping staff to concentrate on important messages that might have repercussions for patient care, rather than wasting time on junk e-mail.

“When hospital staff have the tools to do their job better and more efficiently, their working life becomes easier. However, the patients are often the biggest beneficiaries,” Lau said.

Exchange Server 2003 enables information workers to gain access to critical business communications whenever and wherever they need to and

is designed to deliver greater security and reliability.

Remote email with Outlook Web Access.

One of the greatest benefits for Ren Ci from moving to Exchange Server 2003 has been the enhanced functionality and speed to Outlook Web Access that the software provides.

Ren Ci staff who have been accessing email remotely through Exchange Server 2003 have commented on the benefits.

“There are some major improvements in Outlook Web Access that make it much faster and friendlier for staff who need to access email from home or overseas,” Lau said.

“It has improved caching abilities that make it download faster and the interface is very similar to what appears on the client side.

“Outlook Web Access allows remote users to access their calendars and public folders, and we found it very easy to set-up Outlook Web Access for staff that travel,” said Lau.

“Reducing the amount of time staff spend sorting through junk mail, especially if they have to download it remotely, saves time and improves productivity.”

Lau Yock Kai
Manager, Management of Information Systems
Ren Ci Hospital and Medicare Centre

Software and Services

Microsoft Office System:

- Microsoft® Exchange Server 2003
- Microsoft® Office Outlook® 2003

Partner

- Chass Computer Consultants



Stopping spam in its tracks

Exchange Server 2003 has a much better ability to manage unsolicited email. Using inbuilt junk mail filters, Exchange Server 2003 can identify and block out spam.

Exchange Server 2003 also lets users subscribe to online spam lists, which update the system with known spammers. These features greatly reduce the amount of unsolicited email ending-up in staff inboxes.

“Reducing the amount of time staff spend sorting through junkmail, especially if they have to download it remotely, saves time and improves productivity,” Lau said.

Improved privacy

With Exchange Server 2003, Windows Server 2003 and Microsoft Office Outlook

2003, Ren Ci has access to new services that have the potential to give the hospital a new level of control over confidentiality of medical records and medical communications.

Ren Ci now has the capability to make use of Microsoft Information Rights Management Services allowing the hospital to apply policies on information usage. These restrict access to certain users, which gives the hospital the ability to control who views, copies, prints, saves, forwards, or modifies any digital data.

“With Exchange Server 2003 we’ve opened up a range of new communication possibilities that will help us to deliver better service to our patients and a better environment for our staff,” said Mr Lau.

Microsoft Office is the business world’s chosen environment for information work that provides the software, servers, and services that help you succeed by transforming information into impact.

For more information about Microsoft Office System, go to:

<http://www.microsoft.com/office/>

For More Information

For more information about Microsoft products and services, please visit:

<http://www.microsoft.com/singapore/office>.

For more information about Ren Ci Hospital and Medicare Centre products and services visit the

Web site at:

<http://www.renci.org.sg>.

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