NETsec.
network security

Envision Healthcare

"During our merger, GALsync was a real game changer. After the installation, employees were able to easily synchronize all contacts with their new colleagues. It was a wonderful tool for IT to provide customer service."

Mackinzey Colonius Ridenour, IT Financial Strategy Manager, Envision Healthcare

Envision
HEALTHCARE

THE CUSTOMER

Envision Healthcare is pioneering solutions to population healthcare challenges. The physicians, advanced practice providers, clinicians, and support teams from Envision Healthcare are responsible for more than 30 million patient encounters across the United States.
www.evhc.net

THE CHALLENGE

In the course of a complex merger, the Fortune 500 company Envision Healthcare was looking for a solution to ensure communications between the new departments.

Improve the patient experience

Physician-led Envision Healthcare is the only organization with both the vision and the resources to deploy a provider network in ways that coordinate patient care no matter where or when the patient's needs occur. Focusing on appropriate care at appropriate times in appropriate settings results in better clinical care and patient experiences for individuals or populations of thousands. Envision Healthcare's mission is to improve the patient experience and the health of populations while reducing the cost of available healthcare per capita.

Triple synchronization

The company was formed in late 2016 as the result of a merger between Envision Healthcare Holdings, Inc. and AMSURG Corp., with AMSURG having just completed a merger with Sheridan Healthcare. As many as three IT systems therefore had to be harmonized. Envision Healthcare relied on GALsync for address synchronization.

CUSTOMER BENEFITS

- Thanks to GALsync Envision Healthcare is able to exchange address book contacts between three Exchange systems quickly and securely
- Noticeable time savings thanks to simple installation and automatic daily synchronization
- Licensing based on demand, as measured by the number of user objects

GALSYNC'S ADVANTAGES

- Synchronizes Global Address Lists (GAL) across any number of exchange organizations
- Implementation within one hour
- Encrypted data transmission via e-mail is possible, no new trusted gateways required
- Good cost-benefit ratio
- Low demand for server resources
- No consultant assignments required

Communication problems

Envision Healthcare is headquartered in the small town of Greenwood Village, a suburb of Denver, Colorado. From here, Mackinzey Ridenour provided IT support for her employer's merger with another heavyweight in the healthcare sector: AMSURG Corp. "Previous integrations/acquisitions had a less positive day 1 end user experience," recalls the IT manager. "It wasn't possible for admins and executives to communicate with their new departments. They weren't able to invite each other to meetings and had to look up e-mail addresses and phone numbers in spreadsheets." Also, employees had to guess after sending calendar invites whether their meeting attendees would be available.

Active Directory syncronization

As AMSURG had just completed a previous merger, this was a threefold problem. With GALsync from the German software provider NETsec, the company was finally able to find a quick remedy. GALsync now automatically synchronizes Exchange, Active Directory, and Outlook address lists at Envision Healthcare. "It is a wonderful tool for IT to provide customer service to the various corporate departments for their collaborative efforts," explains Mackinzey Ridenour.

Best customer service

Every day Envision Healthcare synchronizes 25,000 contacts of their Global Address List. All e-mail-enabled objects are now available in the Global Address List of the various organizations in Outlook. The installation was very easy and took only one day. "We never had any troubleshooting or failures," says Mackinzey Ridenour.

"By enabling simple address synchronization, GALsync has been instrumental to the success of our merger. All employees were immediately able to link their calendars and invite each other to meetings. It was the best customer service we could possibly provide."