



# Ambulance service boosts responsiveness

Staff at Rockland Mobile Care gained better access to applications and data, allowing them to respond faster to the needs of its community's ill and injured, with the right end-to-end technology solutions from Dell EMC



Healthcare

United States

## Business needs

An outdated IT infrastructure was causing delays in how quickly Rockland Mobile Care dispatchers and paramedics could respond to both emergency and non-emergency calls. It also lacked the capacity and scalability to meet new requirements and company growth.

## Solutions at a glance

### PC Solutions

- Dell Wyse 5000 Series thin clients
- Dell Latitude 5290 laptops
- Dell UltraSharp 34 Curved Ultrawide Monitor

### Infrastructure Solutions

- Dell EMC VxRail
- VMware vSphere hypervisor

### Services

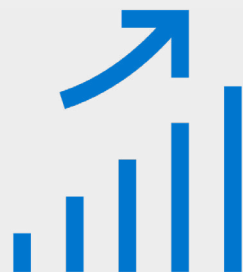
- Dell ProSupport

## Business results

- Improves response speeds and efficiencies
- Provides data access anytime, anywhere
- Simplifies IT operations
- Enables time for innovation

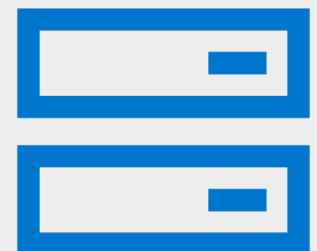
# 33%

saved in PC replacement costs



## Scales easily

for future growth



Privately owned Rockland Mobile Care provides emergency and non-emergency ambulance services across Rockland County, New York. A subsidiary of the not-for-profit Rockland Paramedic Services, it has 235 employees at nine locations. Its fleet of 18 ambulances respond to 911 calls and transport patients between area hospitals, nursing facilities and schools.

The firm's technology infrastructure is mission-critical and often lifesaving. "Mission-critical' doesn't mean we can't make widgets on Thursday because a server failed," says CIO Tim Egan, "It means we won't be able to dispatch ambulances, support our 911 crews, and relay data and documentation to the facilities where we transport patients."

Outdated technology with limited capacity slowed responsiveness and constrained growth. "We had simply run out of expansion options in every aspect of our IT infrastructure," Egan says. "In addition, these conditions were slowing down our pace of operations. Every function needed faster, more mobile data access, and we couldn't give it to them."

## "Unbelievable support"

Egan worked closely with the Dell EMC account team, with whom he has a longstanding relationship, to make an end-to-end needs assessment. The goal: to expand IT capacity and end-user efficiency and productivity with an eye toward the future. "From the very start—in our pre-planning, ordering stage and especially in deployment—I had unbelievable support from my Dell EMC account team, which really sets them apart from the competition," he says.

Ultimately, two complementary solutions emerged. For its core platform, the company would deploy a hyper-converged infrastructure (HCI). For its client users, it would deploy a combination of mobile and thin-client solutions. Together, they form an end-to-end virtual desktop infrastructure (VDI) solution.

To provide the HCI solution, Egan implemented an all-flash, multi-node version of the Dell EMC VxRail

Appliance, pre-installed with the VMware vSphere hypervisor for turnkey virtualization. Backed by ProSupport, the appliance provides a compact, all-in-one package of compute, networking, storage and data-protection capabilities, all centrally managed via the vCenter console.

## Simplified management saves time

"Management is simplified," Egan says. "I can spin up a new virtual machine in about seven minutes. The time saved allows me to focus more on innovation. Plus, the VxRail can easily scale when we need more capacity for growth."

To interconnect the VxRail Appliance to the Dell EMC EqualLogic storage array and existing network infrastructure, Egan deployed two Dell EMC Networking S-Series 10GbE switches for redundancy. For mobile users, such as paramedics and executives, he provided Dell Latitude laptops with VPN connectivity to comply with patient-privacy laws.

*"Our dispatch team can now get our paramedics to the people needing them much faster than before with the Dell EMC VDI solution."*

Sue Legris

Communications Captain, Rockland Mobile Care

*“When compared to replacing desktop PCs, we saved about 33 percent with the Wyse thin clients.”*

Tim Egan  
Chief Information Officer, Rockland Mobile Care

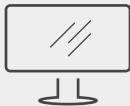
Space-saving Wyse 5000 Series thin clients and Dell UltraSharp 34 Curved Ultrawide Monitors replaced PCs on office desktops, all powered by VMware Horizon broker software that Egan had pre-installed on VxRail. “When compared to replacing desktop PCs, we saved about 33 percent with the Wyse thin clients,” he says.

## More efficiency and responsiveness

Communications Captain Sue Legris finds the VDI solution offers more speed and mobility. The new monitors are especially useful for dispatchers, who need a lot of open windows to access critical data quickly. She says, “Our dispatch team can now get our paramedics to the people needing them much faster than before with the Dell EMC VDI solution.

“What’s more, I can access my desktop, all my applications and various data resources from anywhere in the building, from home or on the road, just as if I was at my desk. That kind of mobility from the Dell EMC end-to-end VDI solution isn’t just a matter of convenience; it also allows me and my team to be much more productive and responsive.”

HR Director Nelson Machado adds, “We need less labor to maintain our IT infrastructure and have increased our entire company’s efficiency thanks to the VxRail and VDI solutions, plus our Dell EMC support.”



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