Managing Your Office's Computing Assets

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The Love/Hate Thing

- For better or worse, computers are important assets in a pediatric office
- They are expensive, but more importantly the staff spends LOTS of time using them
- We will discuss how to get the most out of all your computing assets while controlling expenses
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Topics

- When cheap isn't (first cost versus total cost of ownership (TCO))
- Networking and not working
- Leading edge vs. bleeding edge vs...
- Playing nicely with others: interoperation and compatibility
- Who you gonna call? TST, SST, local IT...
When Cheap Isn't

- You pay $300-$500 for a cheap computer
- You pay $500-$1000 for a decent one
- Staff time is expensive!
- Good computers last longer than cheap ones.
Time vs Money

- You can consume many person-days per year chasing problems on a problematic computer
- Ditto for waiting for a slow computer (or network) to finish
Networking vs Not Working

- Wired networks are fast and reliable (if done well)
- Wireless is convenient, but reliability is decreasing
- Wireless printers are bad
- Network management (border router)
The Technology Curve

- **Bleeding Edge**: New functionality is great – exciting, cool
- **Leading Edge**: Up to date is good, but it is a lot of work to live there
- **And then there's us**: We are all about getting important work done in practices that succeed. If that means leading edge, that's fine, but it's not crucial.
Playing Nicely With Others

- The Microsoft way
- The Apple way
- The UNIX way
- Network-based computing
- The PCC way
- Multiple vendors

PCC
Pediatric EHR Solutions
Control Your Future™
Stuff

- Printers/scanners/multifunction (w/ net)
- Security (Webroot, firewall, scans)
- Managing wiring infrastructure
- Inkjet printers (don't forget the $ink$)
- Intelligent use of IT/support resources
- Third party IT (security scans)
Who You Gonna Call?

- In-house IT
- TST/SST
- Local third party IT
- ISP
- Other vendor support
DIY

- Tape Management
- OCS
- Teamviewer
- Anita
- EHR
Your Success is Our Success