



Wyse tests well for Leading New Zealand Pathology service



“Wyse Winterm is the ideal device for us, it saves us time and money over traditional PCs”

*- Roger Chapman, IS Manager -
Medlab South*

“Wyse Winterm is the ideal device for us, it saves us time and money over traditional PCs”

Introduction

Medlab South operates throughout the South Island of New Zealand, with their head office in Christchurch and satellite offices in Marlborough, Nelson and Timaru. A series of partnerships and mergers has seen Medlab South grow to become a valuable member of the Australian based Sonic Healthcare Ltd, the largest pathology group in Australasia and now with practises in United Kingdom, Germany, and United States.

The last 12 months has seen Medlab South provide a service to 4,500 users, including general practitioners, specialists, midwives, nurse practitioners, public and private hospitals, dental surgeons and other members of the medical community. In 2005 Medlab South had over 740,000 individual patient episodes and carried out nearly 2,500,000 individual tests. All referrers were supported by specialist pathologist consultation, result interpretation and education. An infection control service provides specialist advice to over 500 clients including hospitals, rest-homes, dentists, general practice and other clients.

System upgrade brings major redevelopment

For a number of years Medlab South used a software suite Laboratory Information System, or LIS, to manage the testing stations, workflow and instruments used in the testing regime. Known as “UNIFY” it was based on a Data General server running DG UX, and used a combination of Wyse terminals such as Wyse 60 and PC’s. About 60% of users carried out their tasks on the Wyse 60s.



“Our past experience and Wyse’s market leader status meant there was no real contest – our decision was very easy to make”
Roger Chapman, IS Manager
- Medlab South

A major upgrade in 2004 of UNIFY software saw the need to change the server to an IBM system running AIX, and it was at this time that Medlab South’s IS manager Roger Chapman looked at putting in a Thin Computing solution to replace the outdated terminals and hopefully many of the PC’s

Medlab South had a long relationship with Christchurch UNIX and systems integration company, Computer Concepts, who helped Roger evaluate the options and decide on the best solution.

“The system upgrade really was our catalyst for change,” said Chapman. “It was clear that while the terminals were ideal as a fixed kiosk solution, they had limitations in flexibility and functionality with email, images and screen burn issues. The failure of a terminal meant lots of valuable time was lost in the manual recheck of all processes, a very costly exercise. PC’s were also a concern as we found many users running non standard applications, and that reliability and set up time were far from ideal. Also a variety of operating systems were in use in the PC’s and bringing them all up to a concurrent standard set was deemed to be a very difficult ongoing task. After trialing a Thin Client solution that Computer Concepts recommended, we went ahead with the Wyse solution.”

The Solution.

Going with what they knew and on the recommendation of Computer Concepts, Medlab South decided to go with the Wyse Thin Computing solution. “Our past experience and Wyse’s market leader status meant there was no real contest – our decision was very easy to make,” said Chapman.

Medlab South ordered 60 Wyse WT3125SE Wintterms with a Microsoft Windows CE5.0 operating system, Explorer 6.0 browser, support for Citrix ICA running on the server, and 15 resident terminal emulations.

Greater UNIFY support

“Wyse Wintterms have the best terminal emulation, which makes working with the UNIFY program very easy, and with the Windows CE program imbedded in the Wintterm we could accomplish the tasks we previously had to use PC’s for,” said Chapman.

Wintterms bring increased communication

Medlab South first required a new email system to replace the character based one used on the old terminals. By using the Explorer Browser on the Wintterm a web based Squirrel mail could be easily set up, allowing operators to communicate with each other and administration.



“Wintterms are more reliable than traditional PCs. Because they do not contain moving parts, such as disks and fans, they do not generate heat which can lead to unit failure.” - Roger Chapman, IS Manager - Medlab South

Improved efficiency and security

“We also found that we could now scan bar codes from the actual specimen container and marry it with the actual doctors request form, this is a boon for the operator checking original instructions in situ, without long delays, in the past this would have required a PC.”

Currently Medlab South handles 2000 patient requests per day which means scanning over 2000 request forms and sample labels per day. Each kiosk operator would do approximately 200 tests per hour with about six data entry batches per hour

At Medlab South the majority of the new 60 Wyse Wintterms are set up at sample testing stations, or kiosks, at which an operator logs on and then receives access to only the programs and functions needed for her tasks. Since the Wintterms are Thin Clients no disk access locally is possible, no programs or data are permanently downloaded, no unsecured access can occur and no deviation from standard policy can occur.

Another application in replacing PC's has been the use of Wintterms to replace PC's at the testing instruments themselves. They manage and control the instrument depending on the software accessed by the Wintterm from the host.

Wyse is a perfect fit

For all intents and purposes the Wintterms have replaced almost all the PCs at Medlab South, with only about 20% of devices now being PC based.

“Wyse Wintterm is the ideal device for us, it saves us time and money over traditional PCs,” said Chapman.

He explained, “Wintterms are more reliable than traditional PCs. Because they do not contain moving parts, such as disks and fans, they do not generate heat which can lead to unit failure.”

“We have had no real problems with the Wintterms in over two years,” adds Chapman.

Medlab South are able to set up a Wintterm in next to no time at all. In the past setting up PC for an instrument control took about 1.5 hours whereas the Wintterm can be out of box and running in just half an hour. The network quickly locates the device, and once identified by Citrix, the applications are immediately made available.

“We also keep a few units set up for hot swap spares, so unlike a PC it really is plug and play.”

The functionality of the Wyse thin computing solution alone would be considered a good return on investment, however when the speed and lower operating costs are factored in, it becomes ever more apparent that Wyse Thin Computing was the right choice for Medlab South.”



Chapman concludes, "We really can do everything we can do with a PC, like printing, scanning, web browsing and mail while working with a standardized environment and with total security."



©2006 Wyse Technology Inc. All rights reserved. Wyse, WY, and WyseWorks are registered trademarks. The Wyse logo, Winterm logo, Winterm, Wyse Expedian, and Alcatraz are trademarks of Wyse Technology Inc. Rapport is a registered trademark of Rapport Technologies, Inc., a division of Wyse Technology Inc. Citrix, ICA, MetaFrame, and WinFrame are registered trademarks of Citrix Systems, Inc. Microsoft, Windows, and Windows NT are registered trademarks of Microsoft Corporation. Other product names mentioned herein are for identification purposes only and may be trademarks and/or registered trademarks of their respective companies. Specifications subject to change without notice. Some features require support by server operating system and protocol.

Wyse Technology Australia
11, 100 Miller Street
North Sydney NSW 2060

Wyse Sales:
1300 88 WYSE
+61 2 9492 0189

International Sales:
Australia 61 (0) 2 9492 0189
China 86 10 84973054/55
France 33 1 39 44 00 44
Germany 49 (0) 89 4600990
India 91 80 5154 8888
Singapore 65 6728 9973
UK 44 (0) 118 923 2740
United States 408 473 1200

Wyse Customer Service Center:
1300 88 WYSE
+61 2 9492 0189

Or send email to:
info@wyse.com.au

Visit our websites at:
<http://www.wyse.com.au>
<http://www.wyse.cn>
<http://www.wyse.fr>
<http://www.wyse.de>
<http://www.wyse.in>
<http://www.wyse.sg>
<http://www.wyse.co.uk>
<http://www.wyse.com>