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Community Hospital of Long Beach Modernizes Technology with LiveOffice

The Community Hospital of Long Beach (CHLB) has a rich history, dating back more than 85 years. Originally founded in 1924, the hospital is a non-profit organization dedicated to providing quality medical care to all those who need it. When the hospital was closed in 2000, a group of doctors, staff, volunteers and community members quickly mobilized and spearheaded a grassroots campaign to save their neighborhood hospital. They raised the necessary funds, and nine months later, the hospital reopened.

Today, the hospital continues to serve the local community, providing emergency services, inpatient care, behavioral health treatment, an occupational medicine clinic and more. A pillar of the community, CHLB is focusing on expanding and improving its services, adding special programs and equipment, and raising funds to support its long-term growth.

Industry

Healthcare

Location

Long Beach, California

Challenges

An extremely outdated email system with many limitations, significant IT management time, minimal storage and no message archiving capability

Solution

LiveOffice Hosted Exchange 2007
LiveOffice Discovery Archive
LiveOffice Personal Archive
LiveOffice Encryption Services

Results

A seamless new hosted email solution, significantly reduced IT management time, unlimited storage and a reliable message archiving capability

Former Solution

Microsoft Exchange 2000

Other Solutions Evaluated

On-premise email server
Other SaaS vendors

Out with the Old, In with the New

Before switching to LiveOffice hosted services, CHLB was using an outdated system—painfully outdated. They were still using Exchange 2000, which was originally designed for 40 users, and they had grown to 300 users since initially installing the solution. “We were looking to modernize as much as possible,” said Robert Klingseis, director of information services & technology. “Our legacy email system had many limitations. There was no acceptable remote access, and the storage capacity was a hindrance. We couldn’t give users more than a small amount of storage and attachments had to be very small.”

Maintenance was problematic as well. “Our technical services team was spending too much time maintaining the legacy system,” recalls Klingseis. “We wanted to solve all of the issues and focus on things that really matter for healthcare – the hospital’s health information management system, electronic health records, digital imaging and other applications that supported our clinical and business needs. Email, while mission critical, is not a core, patient-focused application.”

Reducing Email Management Time

With a lean-and-mean IT staff (including tech support) and many systems to manage, Klingseis was looking for a hassle-free solution that saved time. “Moving to LiveOffice allowed us to rapidly implement a new, state-of-the-art email messaging and archiving system for our hospital staff. From the initial kick-off meeting with the LiveOffice implementation team to go-live was two weeks. This saved us at least three months of time and thousands of dollars in up-front costs. I estimate that the time required to manage email has dropped by 80 percent. Now we have more time to focus on core, patient-oriented applications.”

Enhancing Capabilities for End Users

Mailbox management was a big challenge for CHLB. LiveOffice Hosted Exchange 2007 coupled with LiveOffice Personal Archive has eliminated the problem altogether. “It’s extremely easy,” said Klingseis. “We train our users on best practices, how to manage their inboxes, etc. We have four times the [mailbox] storage than previously and can easily scale up. This has resulted in much higher user satisfaction and fewer calls to our help desk.”

More mailbox storage is only the beginning—Personal Archive actually gives end users unlimited mailboxes. They can keep clean inboxes and delete with confidence, because they can quickly and easily find and restore anything they need later from their individual archives.

“Before it was a constant battle of things not working properly. Those limitations are gone now.”

Robert Klingseis
Director of Information
Services & Technology

When it comes to end user feedback, Klingseis says what most IT professionals do. “The expectation is that email should be easy and just work. I haven’t heard any negative feedback from our users, which is a very good sign.”

“We don’t have the issues we had previously [before switching to LiveOffice],” said Klingseis. “Before it was a constant battle of things not working properly. Those limitations are gone now.”

Meeting E-Discovery Needs

Like financial services firms, healthcare organizations must meet some of the most stringent regulatory requirements, including the Health Insurance Portability and Accountability Act (HIPAA). “We periodically have to search emails, and LiveOffice Discovery Archive helps us fulfill that requirement,” said Klingseis. “We now know that every email is archived. Our administrative team is able to easily run searches with very little assistance.”

Migrating Data to LiveOffice

Legacy data migration is an important factor to consider when choosing an archiving provider. Not every provider is created equal. Some can’t even support migrated data, while others make it extremely difficult. LiveOffice’s CloudMerge tool is designed to make migrating data simple and seamless.

“We were required to migrate a small amount of data from our legacy system,” said Klingseis. “Our migration went well – it was done in 30 minutes – ridiculous [as in good]!”

Decision-making Factors

When it came to choosing a solution to replace its old one, CHLB had a number of musts. “We definitely wanted a company that was experienced, had resources and was viable,” said Klingseis. “We wanted to be able to deploy quickly, and security of our data was top of mind, so two hosted locations was key for us. We also wanted to continue first-level support via our internal help desk, and needed second-tier support for our help desk staff to escalate issues, when necessary.”

As far as software-as-a-service (SaaS) goes, “We were unsure of a few things, but not skeptical,” said Klingseis. “There’s no question, it is making the IT staff more productive and their lives easier.”

Why LiveOffice?

Finding LiveOffice only took a couple mouse clicks. “I did some online research on hosted Exchange and found you,” recalls Klingseis. He did his due diligence and evaluated four other vendors, including SaaS and on-premise options. An on-premise solution was too limiting. “It was too much maintenance, cost and time,” said Klingseis. “It would have taken six months to fully deploy, and I’m not sure we could have done archiving as effectively. It would have been a completely separate effort.” Klingseis also did his own cost-benefit analysis of on-premise versus SaaS. He estimated a savings for CHLB of nearly 34 percent over three years with the LiveOffice solutions.

“LiveOffice really knows the hosted email and archiving business,” said Klingseis. “I felt very comfortable that they would perform for us, as they have an established track record of success. The experience and knowledge level was impressive, and the people I met gave me a strong confidence level.”

When asked if he’d recommend LiveOffice, Klingseis said, “Oh yeah, no question. I already have.”



For More Information

Contact our email experts and learn how we can help you meet your archiving, compliance and discovery goals.

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