Customer First. Outcomes Delivered.
Zebra helped Mercy Medical Center reduce helpdesk tickets and device losses

Impact Team

Sales Engineer: Ken Trussell, Alec Schmitz
Intelligent Cabinet SMEs: Daryl Page, Dan Silva
Managers: Katie Johnson, Jackie Bollmann

Director: Keith Falkenhagen
Workforce Connect: Katy Hughes

Customer Overview:

Mercy Medical Center is a hospital in Baltimore, Maryland. It has been recognized by U.S. News & World Report's "Best Hospitals" ratings for 2022–2023. Located in Baltimore, MD 183 beds, and EPIC electronic health record. Has five primary and specialist locations throughout Maryland

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Customer Personas

- **IT Director**
- **EPIC System Administrator**
- **Senior IT Manager**
- **Senior Telecom Engineer**
- **Clinical Informatics** (x3)

Unified communications and clinical leadership team wants to reduce IT requests, expand user capability, eliminate lost devices, and allow clinicians to provide quality patient care without mobile workstations.

Solutions & Business Outcomes

Mercy Medical's goal is to consolidate to one device for multiple use cases across their acute and non-acute workflows.

1. **Reduce Stress on Helpdesk:** outdated Cisco 8821 IP phones and pagers required several helpdesk support tickets per week. There also had too many devices for individual workflows

   - **Solution:** update to single device (TC52x-HC with Imprivata SSO).

   - **Outcome:** Over the last 8 months of deployment Mercy had a significant drop in their device helpdesk support tickets, from multiple per week to less than one per month.

   - Single smart device with SSO enables multiple applications and workflows including WorkCloud Connect, Epic Rover (electronic health records), and barcode scanning.

2. **Device Management:** Maintain devices in multiple locations and prevent lost devices.

   - **Solution:** Deploy fleet with SOTI MDM managed by SMG3, and Zebra Access Management System (ZAMS) for secure device check-in/check-out

   - **Outcome:** Mercy now has real-time visibility into device statuses and users, allowing for quick identification of improper returns. This proactive management has reduced device losses and improved asset accountability and utilization.

3. **Replace WOWs:** The TC52x-HC allows clinicians to administer medications and access patient records without use of workstations on wheels (WOW). This saves clinicians' time for providing patient care.

Omnichannel Ecosystem

- SMG3 is a trusted partner and expert for our clinical mobility solutions, Workcloud Communications and Healthcare portfolio

- Imprivata, Healthcare ISV, is a key partner for our device single sign and positive end user experience

- Working closely with SMG3 and Imprivata, we were able to align our sales and support teams to offer the best-in-class service to ensure a successful pre and post go-live for Mercy