



Healthcare Provider Cuts Costs, Improves Revenue with Enterprise Messaging System



Thresholds

Country or Region: United States

Industry: Healthcare

CUSTOMER PROFILE

For nearly 50 years, Chicago-based Thresholds has provided comprehensive mental health services, including job placement and housing. It serves nearly 6,000 people annually.

BUSINESS SITUATION

The existing messaging system at Thresholds did not integrate with newly deployed financial and medical records systems and did not give mobile workers remote access to e-mail and calendar information.

SOLUTION

Thresholds replaced its existing messaging system with Microsoft® Exchange Server 2007 and Microsoft Office Outlook® 2007.

BENEFITS

- Provides a fully integrated, enterprisewide communications solution
- Improves mobile users' remote access
- Increases worker efficiency
- Increases client throughput
- Frees IT staff to work on new projects

ABOUT PROJECT LEADERSHIP ASSOCIATES

Project Leadership Associates is a leading provider of business and information technology consulting services. With 140 employees and ten years of technology experience, PLA brings significant business value to mid-market and enterprise corporations across the country. For more information about PLA's Unified Communications and Collaboration Solutions, please call (312) 441-0077 or visit www.projectleadership.net.



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"Our highly mobile staff members work far more efficiently because they are no longer tied to their desks for e-mail and calendaring. Efficiency in scheduling is really important to us; it enables our staff members to see several more clients per day."

—John Walker, Director of Information Services, Thresholds Psychiatric Rehabilitation Centers

CUSTOMER DESCRIPTION

Since 1959, Thresholds has been one of the nation's largest nonprofit providers of mental health services. It offers members a comprehensive program of therapeutic support, case management, education, housing, job training, and job placement. Through its 30 service locations and more than 75 housing developments in and near Chicago, Illinois, Thresholds annually serves about 6,000 mental health patients.

SITUATION

For several years, office workers at Thresholds had been successfully using Novell GroupWise for e-mail services. But many of the organization's 1,000 employees who work in the field did not have easy access to e-mail, calendar, and meeting information from mobile devices. In addition, GroupWise did not integrate with many of the organization's newly deployed financial and medical records software. Thresholds wanted a messaging solution that would solve these challenges and be part of a completely integrated IT environment.

SOLUTION

Thresholds enlisted the help of longtime partner Project Leadership Associates (PLA) to achieve seamless compatibility among its enterprise systems. Thresholds replaced its GroupWise messaging system with Microsoft® Exchange Server 2007 and Microsoft Office Outlook® 2007. Capitalizing on the project management, best practices, and technical expertise of PLA, Thresholds took 3 to 4 weeks to plan a 1,000-seat migration that was completed successfully in only two and a half days.

BENEFITS

Now that Thresholds mobile workers can check messages and schedule meetings or conference rooms from their mobile devices, they can work far more efficiently in the field and see more clients. Thresholds expects this improved efficiency to lower costs and increase revenue.

The solution also benefits IT staff, who learn valuable best practices from working with PLA's consultants. "Now the IT staff has time to focus on what they do best," says Walker. "And we are able to transfer that best practices knowledge and apply it successfully to other projects."