

Mobile Device Standardization

Challenge: Create supportable, scalable solutions to manage >2500 previously deployed devices with nearly double left to implement.



Success Factors

Best Practice | Knowledge | Experience. Ballista's team applied clinical knowledge, IT best-practice business analysis, process improvement and technical project management experience to deliver a standardized process to maintain and deploy mobile devices across a large diverse healthcare customer landscape.

Approach

Ballista interviewed clinicians identifying current wins & gaps w/ mobile devices. Standard, streamlined device profiles developed w/ clinical & tech leadership balancing supportability w/ user function.

Outcomes

Designed role-based MDM architecture to standardize devices. Defined & documented repeatable maintenance & security review process. Operationalized standards & exception governance procedures.



Realized **\$115K** initial annual savings on device cell vs wi-fi plans



52% reduction in supported applications through rationalization & standardization



Over 2500 devices analyzed & categorized in MDM system