

CRAYON CASE STUDY

Merian Iselin Klinik



100% compliance and more
than 40% optimisation in 4 months

The Merian Iselin Klinik is a leading health centre focusing on orthopaedics and urology in Basel. The clinic with attending doctors is one of the most modern clinics in Switzerland when it comes to technology and infrastructure. It is a market-oriented establishment and responds primarily to the needs of patients. The staff includes a large variety of IT users, including attending doctors, patient care staff, administration, external specialist as well as catering.

Starting Position

Being a modern and successful clinic, MIK has continuously adapted to new demands to meet the needs of internal and external customers. This allowed for long-term innovation at MIK which has significantly added to the success. Accordingly, software contracts grew out of this ever-changing environment. The **complexity increased continuously** and ensuring compliance has become a challenge. This was the basis for the decision to proactively approach **Software Asset Management (SAM)** in connection with a clear licencing strategy. Crayon – being a SAM specialist – was chosen as the strategic partner.

Target

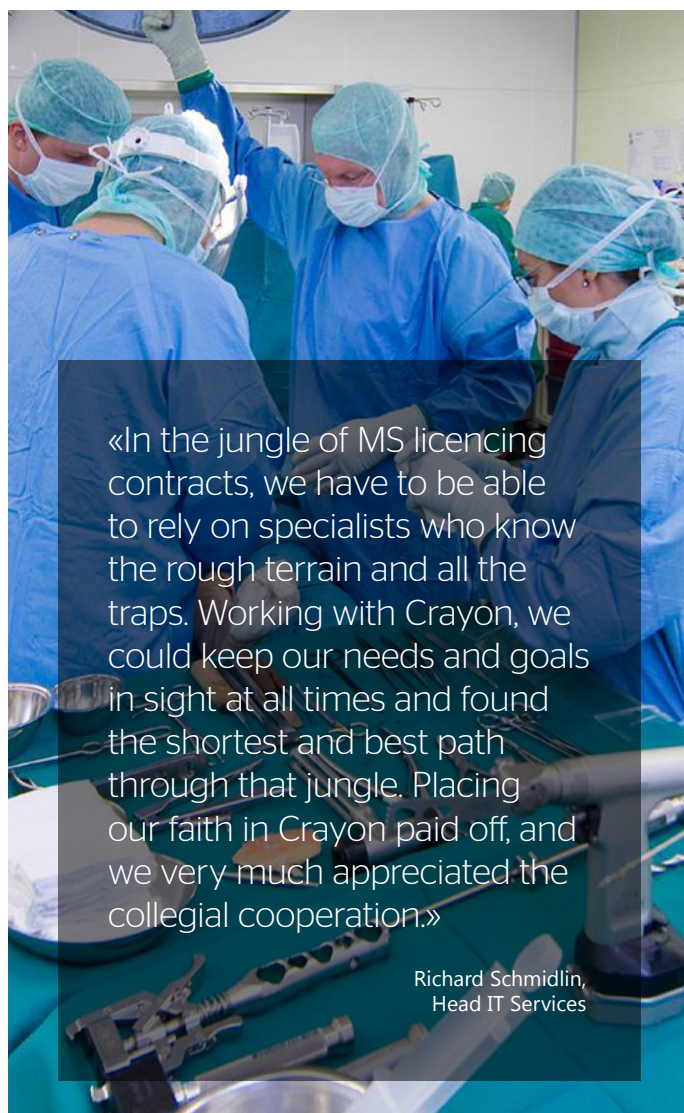
MIK wanted to harmonise and consolidate the existing Microsoft contracts. This was meant to ensure that the new set of contracts would reflect the **current and future IT infrastructure and the actual needs of the end user**. The main targets were **flexibility, optimisation, cost efficiency, and compliance**.

Process

During the process, the MIK focused on compliance and optimisation together with Crayon.

This ensured that the current as well as the future infrastructure would be represented correctly. It also had to be ensured that MIK could continue to realise their IT strategy flexibly and remain open to future innovations. For the realisation of the project, the Crayon “**Microsoft Optimisation Service**” served as a basis. With the aid of a recognised SAM tool, the complete client and server infrastructure was inventoried. In addition, numerous discussions were held about efficient use and strategy of MIK. Finally, Crayon could complete MIK’s designated target with all the collected data. Therefrom, potential scenarios were derived with optimisation in mind, which resulted in an ideal basis for further decision-making.

Together with Crayon and Microsoft, an ideally harmonised set of contracts could be realised.



«In the jungle of MS licencing contracts, we have to be able to rely on specialists who know the rough terrain and all the traps. Working with Crayon, we could keep our needs and goals in sight at all times and found the shortest and best path through that jungle. Placing our faith in Crayon paid off, and we very much appreciated the collegial cooperation.»

Richard Schmidlin,
Head IT Services

Result

The “Microsoft Optimisation Service” was a success! Within a mere 4 months, Crayon could re-establish compliance with the customer, and optimisation (savings on the total software cost) of **more than 40%** was realised. In addition to the excellent cooperation, the following factors led to this success:

- The harmonisation of the contracts and the modification of the condition build the basis for the new set of contracts.
- Additionally, a clear user profiling was established to ensure that the different user groups (attending doctors, patient care, administration, etc.) could be licenced based on their needs and the actual usage.
- Another focus was the complex infrastructure of SQL and BizTalk Server. Significant savings were possible through clear separation of the productive, integrative, and development environment. Furthermore, the consequent realisation of failover concepts was seen to.

As a result, MIK now has a **clear licencing strategy** at hand. Furthermore, the individual project steps allowed for an **optimisation of more than 40%** to be realised. At the end of the project, MIK has presented its compliance situation to Microsoft and received the **official Microsoft compliance certificate**. In conclusion: a proactive SAM approach that has paid off in every possible way!



MERIAN ISELIN

*Klinik für Orthopädie
und Chirurgie*