



National Association of System Administrators

A 2003 N.A.S.A. Success Story

www.nasasupport.com

 **BAPTIST**
Life Flight



One of America's First



Baptist Health Care (BHC) in Pensacola, Florida (<http://www.bhcpns.org/Home/>) is the largest non-government employer in northwest Florida and has been a leader in the delivery of high-quality health care for many years. Some examples of their leadership:

- ? 1951 – Built the first post-operative recovery room in Florida
- ? 1956 – Created the first Associate of Arts Nursing program in the southern U.S.
- ? 1977 - Established the third helicopter life flight system in the U.S.

(<http://www.bhcpns.org/BaptistLifeFlight/home.asp>)

- ? 1977 – Original charter member of Volunteer Hospitals of America.

After a series of acquisitions, mergers, and new construction during the 1980's, **BHC** won several customer satisfaction awards in the 1990's, received **nine consecutive "Superior" ratings from the Florida Agency for Health Care Administration**, and initiated an employee-driven cost reduction program that saved millions.

The new millenium is off to a great start as **more than 1,300 leaders from 265 health care organizations** recently worked with BHC to benchmark patient satisfaction processes and leadership development programs.

Baptist Health Care's dedication to excellence an innovative thinking is obvious ... and it even extends into their management of information technology.

The new millenium has also brought some challenges to the I.T. leadership of **BHC**; new budget constraints, expansion requirements, and service level challenges beyond anything seen in the 1990's.

To help address these challenges, **BHC** engaged the **National Association of System Administrators (N.A.S.A.)**.

N.A.S.A. had been engaged with BHC "behind the scenes" for some time as the Level Two system support for IBM hardware and operating systems through a well-known OEM.

Joe Diaco, Data Center Operations Manager for BHC put it this way: "We always knew who was doing the **real** work. It was just a matter of bringing them in and explaining some of our challenges. They jumped in, rolled up their sleeves, and started saving us money immediately."

N.A.S.A. has reduced **BHC's** monthly maintenance expenses significantly, installed new equipment for them, worked through issues left over from the OEM support days that "just wouldn't go away", and put a technician on site to work closely with **BHC** to identify new cost-savings and system improvement opportunities.

"**N.A.S.A.** is a lot more than a vendor to us. They are a true partner in helping us improve the quality of our I.T.", says Diaco.

"It is only natural that our companies got together", reflects **John Blanchard, CEO of N.A.S.A.** "We are both dedicated to the same thing: providing the highest quality service we can to our clients with the most cost effective systems we can engineer."

N.A.S.A. offers premier quality 24x7 system support for IBM, Sun, HP, EMC, and STK systems.

To find out how N.A.S.A. can help you achieve excellence in your I.T. management, call Ed Pate at 800-724-9692 and ask for the name of your local account executive.

Below are some of the awards **BHC** has recently won. With a management team of folks like Joe Diaco and partners like N.A.S.A., stay tuned ... there will surely be more!

