Case Study

Time Zone Correction for Citrix-hosted Outlook & Microsoft Schedule

About CHD Meridian Healthcare

Based in Nashville, Tennessee, CHD Meridian Healthcare is a national leader in the provision of employer-sponsored healthcare services to large- and mid-sized employers. With over 150 sites in more than 30 states, CHD Meridian provides healthcare through a unique model to Fortune 1000 companies and the federal government. CHD Meridian and its clients are data-driven organizations. To respond to the increasing reporting and data analysis demands of today's business world, CHD Meridian recognizes that information technology systems must be an integral part of its operating model.

Based on Microsoft's Windows family of NT server products, CHD Meridian's solutions provide state-of-the-art, proven technology, supported by a unique, cost-effective, centralized data architecture. Using Application Service Provider (ASP) principles of off-loading, acquisition, installation and support costs associated with a client's software and hardware infrastructure, CHD Meridian enables its clients to reduce costs associated with managing medical, pharmaceutical and safety related information.

The Multiple Time Zone Issue

In Server Based Computing environments, applications that require the system time will get only the time of the server, regardless of the location of the user. This means that users in other time zones will have the wrong timestamp on the applications that they are using. Typical solutions to the multiple time zone issue have included adding an expensive server for each time zone supported, or attempting to create their own time zone software management packages. This is another costly endeavor requiring many person-months of software design, development and debugging.

CHD Meridian's Challenge

CHD Meridian Healthcare provides office, primary and occupational healthcare, and pharmacy applications to thin-clients in the United States, Mexico, South America and Europe. For two years, CHD evaluated a number of solutions and was looking at spending thousands to build multiple server farms so their sites could support different time zones. Prior to Time Machine®, users in other time zones would not utilize many of the resources that were provided because the time was incorrect.

Specifically, users were supplied with Microsoft Outlook or Microsoft Schedule + for schedule keeping. If users were outside the Central time zone, they were unable to use these schedules. In addition, federal regulations require pharmacy and healthcare timestamps to be correct, a criteria not always met with current time zone critical applications.

Time Machine Solution

By deciding on Time Machine, CHD saved the money they would have spent on the additional server hardware and software, not to mention the additional man-hours needed to support the extra equipment. Kyle W. Duke, Senior Systems Engineer at CHD Meridian, said "Time Machine has saved us several hundred thousand dollars or more because we would have needed to duplicate our server farm for every time zone." The biggest surprise to CHD was how easy it was to implement Time Machine; it was a "load/go," set & forget installation. With the installation of Time Machine, the timestamps on prescriptions filled through CHD Meridian's pharmacy application now reflect the proper timestamp, accurate records are maintained and federal guidelines are met.

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