

SMG3 | RX

Case Study



**Large Scalable Clinical
Mobility Deployment With
No Incremental IT Staff**

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Synopsis

A large hospital system needed to transition over 3,000 clinical devices from Windows to Android OS in just three months. SMG3Rx stepped in, providing immediate relief with a refined, strategic, and scalable solution.

What started as a large-scale clinical device deployment has now evolved into an innovative, long-term partnership that continues to optimize mobility, reduce costs, and, most importantly, improve patient care.

Today, the hospital system utilizes over 9,000 clinical devices under the SMG3Rx EDGE platform management.



The Challenge

Initially, hospital leadership planned to handle the clinical device deployment in-house, estimating they would need 15-20 staff members to manage the transition and maintain the devices long-term.

However, after 30 days of attempting the deployment internally, the team faced several obstacles:

- No standardized process for configuring and deploying thousands of devices efficiently.
- Complex implementation of proper security leading to compliance risks.
- Long-term strategy concerns—how would they manage updates, replacements, and security measures over time?

The hospital leadership recognized the need for a clinical mobility strategy and sought a solution from SMG3Rx's clinical mobility experts.

The Solution

A smarter, scalable approach to clinical mobility:

1. Deploying over 3,000 Zebra devices in record time at a fraction of the cost of an in-house operation

2. Pre-configured, department-specific setups, the devices arrived ready to go right out of the box.
3. Consultation, configuration, and deployment by SMG3Rx

The Results

- Drastically reduced workforce needs. Instead of 15-20 employees, only 2.5 in-house staff members are required to manage the devices with the support of the SMG3Rx EDGE mobile management services.
 - Optimized security and updates ensuring 99.9% device uptime with facilitated OS updates and security patches.
 - Improved user experience as clinicians benefited from a streamlined, intuitive interface that made their jobs easier and gave them more time to care for patients.
- Reduced workforce needs
 - 99.9% device uptime
 - More time to care for patients

The SMG3Rx Role

SMG3Rx delivered:

- Clinical mobility strategy design tailored to the system's needs.
- Device management through tools like Imprivata for identity control.
- Staging, deployment, and lifecycle management for long-term efficiency.
- Device tracking using SMG3Rx EDGE PinPoint to prevent loss and downtime.
- Maintenance, repairs, and managed services for ongoing support.
- Full visibility across the mobile environment to optimize performance.

Conclusion

SMG3Rx's experience in specifying and deploying clinical mobility solutions at scale directly impacts clinicians' ability to communicate effectively and improve workflows. These improvements enable clinicians and IT staff to deliver higher levels of patient care more efficiently, directly impacting patient outcomes.



About SMG3Rx

SMG3Rx provides clinical mobility solutions to many of the largest hospitals and medical systems in the USA.

The top three problems we solve for are:

1. Strategic planning to maximize the impact on patient outcomes from Clinical technology investments
2. Skillful mobile device deployments, up to and including project rescue—taking over where others have failed
3. 24/7 support, backed by a 24-hour replacement program to relieve the burden on IT departments to support daily operations.

For more information, visit SMG3Rx.com

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