

# Accelerating access to patient data.

**Pro Health Care** boosts doctors' productivity and improves the patient experience with Lenovo, 101 Technology Group, and Acutech.

Pro Health Care, a family-owned network of medical centers in Adelaide, South Australia, looked to modernize the hardware underpinning its remote desktop services.

Now running on Lenovo servers and Microsoft Azure Local, virtual desktops start up faster and doctors can access electronic health records and other key applications more quickly.

## This enables:

- Faster access to medical records
- Doctors to consult with their patients more efficiently
- Better patient experiences

The result is less time waiting for databases and applications to load, helping doctors to make the most of every consultation.

**30%**

faster startup times.

**30%**

faster access to patient records.

## Enables

business expansion with scalable hybrid cloud.

- Rapid access to electronic health records
- Doctors can consult more efficiently with patients
- Enhanced patient experience



Lenovo

**“We’ve seen a significant increase in speed with Lenovo.”**

**John-Paul Chitti**

Managing Director, Pro Health Care



## The challenge

### Overcoming sluggish performance.

At Pro Health Care, standard consultations are 15 minutes. In order to optimize the delivery of patient care, doctors require rapid, reliable access to electronic medical record systems and other key applications.

#### Slow remote desktops.

- The hardware underpinning Pro Health Care's traditional remote desktop solution was running at 100% capacity 24/7 and struggling to keep up with user needs.
- The hardware was outdated, leaving no room to modernize and making repairs slow, costly, and short-lived.

#### Need for speed and scalability.

- Remote desktop performance was slow, which meant that precious consultation time was spent waiting for applications to load.
- Growing patient volumes and the acquisition of new clinics require a scalable approach.

## The solution

### Modernizing with a hybrid cloud solution.

Lenovo, 101 Technology Group, and Acutech delivered a cloud-enabled solution based on Lenovo ThinkAgile MX Series to modernize Pro Health Care's remote desktop services.

#### High-performance virtual desktops.

- Trusted partner 101 Technology Group worked closely with Lenovo and Acutech to design and implement a hybrid cloud solution.
- Migrated from traditional remote desktop services to Azure Virtual Desktop on Azure Local, running on Lenovo ThinkAgile MX Series infrastructure.
- Moved from an on-premises Microsoft Exchange server to Microsoft 365.

#### Future-ready platform.

- The Lenovo ThinkAgile MX Series solution is easily scalable, enabling Pro Health Care's continued expansion.

## Lenovo hardware and software

#### Hardware.

- Lenovo ThinkAgile MX Series

#### Software.

- Microsoft Azure Local
- Microsoft Azure Virtual Desktop
- Microsoft 365

“

**Public cloud wasn't an option for us for two reasons: cost and data security. Lenovo ThinkAgile MX Series gives us the flexibility of the cloud but from the security of an on-premises data center, at a lower total cost of ownership.”**

John-Paul Chitti

Managing Director, Pro Health Care



## Certified

Microsoft Azure  
Local validated  
hardware.



## Native

integration with Azure  
services makes it easy  
to adopt hybrid cloud.



## Simplified

management with  
Lenovo XClarity and  
Windows Admin Center.



## The outcome

### Enhancing the patient experience.

Pro Health Care's collaboration with Lenovo, 101 Technology Group, and Acutech has helped to improve the patient experience.

Today, doctors can start up virtual desktops and access medical records much faster than before. This means less time waiting for databases and applications to load, helping doctors to make the most of every minute with patients.

The impact is clear:

- **Faster access to medical records** allows more time for doctors to see patients, complete consultations, and manage administrative tasks.
- **Enhanced patient experience** resulting from doctors spending more time with patients during consultations.
- **Increased capacity and easy scalability** empower Pro Health Care to serve more patients across a growing number of clinics.

The solution enables doctors to access everything they need to complete consultations, regardless of where they are or the device they are using. The solution also supports telehealth, hot desking, and remote working, helping Pro Health Care to deliver an even better user experience that benefits the entire practice team.

Pro Health Care's hybrid cloud solution currently supports 12 clinics across Adelaide, with more expected to be onboarded in the coming months.



One of the biggest benefits of the Lenovo ThinkAgile MX solution is the flexibility and scalability. We can easily expand the platform as patient numbers grow or when we acquire new clinics—it's just a matter of purchasing additional nodes.”

John-Paul Chitti

Managing Director, Pro Health Care

**24x7**

support available from  
101 Technology Group.

**Expert**

solution design services  
from Acutech.

## The power of partnership: Lenovo, 101 Technology Group, and Acutech.

Harnessing hybrid cloud for agile, cost-efficient and trusted IT infrastructure.

The partnership between Lenovo, 101 Technology Group, and Acutech brings together highly available, highly scalable hyperconverged infrastructure (HCI) from Microsoft on Lenovo enterprise platforms with expert consulting, deployment services, and support.

### The partnership offers:

- Fully validated Lenovo hardware and firmware that is certified for Microsoft Azure Local solutions.
- Backed by comprehensive services and support from 101 Technology Group and Acutech.
- Seamless integration with Microsoft Azure and Microsoft 365.
- Built on industry-leading Lenovo ThinkSystem servers that feature enterprise-class reliability, management, and security.



## Want to know more?

Get in touch with Vinoo Philip  
([vphilip@lenovo.com](mailto:vphilip@lenovo.com)) to set up a chat.