



OVERVIEW

WWT streamlined delivery, support and maintenance of key IT equipment to throughout UPMC's expansive healthcare network – providing an integrated procurement solution that improves operational efficiency while cutting costs.

KEY BENEFITS

- Streamlined IT Purchasing & Delivery
- Technology & Process Standardization across Multiple Business Units
- Integrated Procurement System
- Online Asset Tracking & Custom Reporting
- Improved Operational Efficiency

ABOUT UPMC

UPMC is an integrated global health enterprise and one of the leading nonprofit health systems in the United States serving the health needs of more than 4 million people each year.

Through redefined models of healthcare delivery, technological innovation and cutting-edge medical research, UPMC is improving lives in western Pennsylvania and beyond. Visit www.upmc.com to learn more.

UNIVERSITY OF PITTSBURGH MEDICAL CENTER

World Wide Technology Streamlines IT Delivery for One of America's Best Hospitals

CHALLENGE

The University of Pittsburgh Medical Center (UPMC) is an integrated global health enterprise and one of the leading nonprofit health systems in the United States. Consistently ranked among America's Best Hospitals by *U.S. News & World Report*, UPMC is also western Pennsylvania's largest employer, with nearly 50,000 employees and more than \$7 billion in revenue. UPMC is transforming the economy of the region into one based on medicine, research and technology.

By integrating 20 hospitals, 400 doctors' offices and outpatient sites, long-term care facilities and a major insurance plan, UPMC has advanced the quality and efficiency of healthcare. But getting the right technology, including laptops, desktops and peripherals to the right people at the right time across UPMC's network of tertiary, specialty and community hospitals and professional facilities, which spans a 29-county service area, was no small challenge.

UPMC looked for a solution provider that could help them streamline delivery, support and maintenance of key IT equipment throughout the hospital's expansive network.



They found the supply chain and warehousing capabilities, along with the e-Commerce and product expertise they needed with World Wide Technology (WWT).

SOLUTION

WWT planned and implemented a custom solution for UPMC comprised of people, processes and powerful strategic partnerships to help ensure the superior patient care for which UPMC is so well-known:

People

WWT's sales, supply chain, e-Commerce and IT product specialists worked closely with UPMC's IT staff.

UPMC found the supply chain, e-Commerce expertise and technology consulting they needed with World Wide Technology (WWT).

TECHNOLOGY

WWT automated purchasing, order tracking and IT delivery, and enabled robust reporting for UPMC with a custom supply chain and e-Commerce solution that was fully integrated with UPMC's eMarketplace.

STRATEGIC PARTNER



ABOUT WWT

World Wide Technology, Inc. (WWT) is a leading Systems Integrator providing technology and supply chain solutions to customers and suppliers around the world.

Learn more at www.wwt.com.

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Using their collective knowledge of UPMC standards, processes, procedures and priorities, the WWT team was able to create a plan of action to revamp the medical center's IT order management and fulfillment processes as well as facilitate e-Commerce integration with UPMC's eMarketplace.

Processes

WWT worked with UPMC to establish a procurement forecast and purchase and warehouse laptops, desktops and peripherals, so equipment could be on hand and delivered at a moment's notice when required. To further streamline order processing, WWT was able to integrate directly with UPMC's e-Commerce platform, eMarketplace, to automate purchasing, provide visibility throughout the order and delivery process and deliver robust online reporting capabilities.

Partners

WWT leveraged its long-standing partnerships with HP, Cisco, Lenovo and more to ensure UPMC received the technical expertise, on-site support, certified training and cutting-edge technology vital for the healthcare provider's daily operations. Because of WWT's familiarity with its partners' technology, WWT is able to recommend and provide the best solutions for UPMC at the best prices.

RESULTS

WWT's extensive supply chain and e-Commerce experience and breadth of capabilities helped UPMC get the necessary laptops, desktops and IT peripherals to employees and healthcare professionals quickly and efficiently.



To further streamline procurement, increase visibility across the supply chain and reduce operational costs, WWT was able to fully integrate with UPMC's online purchasing system. WWT also uses their understanding of UPMC's backend implementation and deployment models to drive efficiency and deliver the technology UPMC needs to succeed.

Because WWT took the time to understand UPMC's systems, processes and goals, they've established long-standing relationships with key personnel at UPMC, which helps WWT forecast future demands as UPMC continues to expand. In fact, UPMC has reported 12 percent compound annual growth in operating revenue since 2003. UPMC now looks to WWT to help with standardization across five distinct business units and to leverage large purchases for further cost savings and efficiency. As UPMC continues to grow through expansion, joint ventures and direct investments, WWT will be there to provide the online procurement, onsite support, warehousing facilities and more to meet UPMC's expansive IT needs.

