



# Baptist Health South Florida

## Healthcare Organization Accelerates SharePoint Site Deployment with ROSS

Baptist Health, a Florida-based healthcare organization with multiple facilities and more than 12,000 employees, needed a faster, more efficient way to update content across its SharePoint-based intranet. The hospital system deployed RepliWeb Operations Suite for SharePoint (ROSS) to deliver a more manageable, centralized approach to providing incremental content updates. The result? Documents are made available faster, and IT staff can spend less time on tedious, time-consuming programming chores while being more responsive to the needs of business stakeholders.

### The Challenge:

#### Streamline SharePoint Deployment Processes

Baptist Health South Florida is a large, not-for-profit healthcare organization operating in South Florida. Its large network offers a variety of healthcare services, such as outpatient treatment, urgent care facilities, and home healthcare, each requiring access to the hospital system's intranet.

Like other large healthcare organizations, Baptist Health creates and delivers a wide range of online information, from external websites designed to inform and educate the public, to an intranet used for distributing different kinds of internal information such as corporate announcements, HR materials, and forms for patient management and medical procedures. The online content emanates from a set of eight clustered servers, including staging and production farms. The intranet site, which runs on Microsoft Office SharePoint Server 2007, contains content authored by about 100 people throughout the organization. This content is then prepared for online distribution by six IT staff members.

As the organization's internal and external Web content has grown in quantity and importance, the IT team faced the increasing challenge of updating content and other SharePoint artifacts, especially when replicating between development, testing, and production environments.

"For a long time, we tried moving content from one environment to another in a manual fashion, but the process was quite ineffective," says Yuri Roldan, Manager of Integration Services for Baptist Health. "There was a lot of tedious work involved, so we abandoned that and asked our developers to test on the box where the Web programming was originally done. That created new challenges such as memory issues or lack of the right tools. The result is that it took us anywhere from a day to a week or more to get content ready for SharePoint. It also took a lot of time to do backup and restores of existing content."

Burdened by a sprawl of content, Baptist Health's IT department felt compelled to locate a solution that could publish updates quickly, while also streamlining the process of change control and free up IT staff time for other projects.

### Benefits

- Expedite SharePoint Content Publishing
- Free Up IT Resources
- Increase Responsiveness to Business Users

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*Yuri Roldan, Manager of Integration Services, Baptist Health*

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## The Solution:

### RepliWeb Operations Suite for SharePoint

The Baptist Health IT department elected to deploy RepliWeb's ROSS in order to more effectively manage the replication of content, solutions, and functional elements across its development, staging, and production environments.

"We did a search for third-party tools that could provide us with the functionality that we needed, and also consulted with Microsoft," says Terri Johnson, a Senior Systems Engineer. "ROSS was the only solution that addressed the specific issues we had in managing the lifecycle of our SharePoint content." ROSS provides Baptist Health with a comprehensive solution for managing incremental updates across SharePoint sites. ROSS also enables both scheduled and ad-hoc deployments, ensuring consistent, centralized control over content.

Deployed in early 2009, the ROSS solution took only a few hours for the Baptist Health team to configure; the software integrated seamlessly into the existing IT infrastructure without any additional hardware or modifications. Complete deployment was accomplished in about two weeks. During the initial stages of deployment, ROSS helped Baptist Health uncover several source/target conflicts, allowing the organization to resolve the issues, then proceed with a clean replication process.

## The Results:

### Faster, More Efficient Content Publishing

The introduction of ROSS has helped the Baptist Health IT department to dramatically improve processes for deploying SharePoint content and functional elements. Through automation, ROSS has reduced deployment processes from hours—or even a week or more—down to a matter of minutes. The reduction in manual processes and improvements in quality control free up IT resources. This new found freedom also helps the IT team be more responsive to the needs of business stakeholders, providing the speed and flexibility needed to keep up with growing demands for additional SharePoint content.

•**Expedite Content Publishing-** The automated, centralized control over content that Baptist Health achieves with ROSS has dramatically reduced the time it takes to update content and artifacts across the corporate intranet. "Take, for example, a simple online form used in scheduling mammographies," says Roldan. "With the manual processes of the past, it would take a week or more to move a simple form from staging to production. With ROSS, we can accomplish this same task within minutes."

•**Free Up IT Resources-** Prior to the ROSS deployment, large projects threatened to consume major portions of the IT department's resources, pulling staff members away from more value-added projects. "For one project, we needed to move thousands of pages from the development environment to production," he says. "We were using master templates that were not built according to best practices, complicated by many objects and lists. Manual deployments could have taken us months to complete. With ROSS, we have the confidence to take on even very large projects, knowing that they will not consume weeks' or months' worth of IT resources."

•**Increase Responsiveness to Business Users-** The efficient, centralized management of Web content delivered by ROSS allows the Baptist Health IT department to be more responsive to business stakeholders. "Our marketing department wants us to synchronize content twice a day because they make frequent changes in announcements and messaging," says Roldan. "With ROSS, making frequent incremental updates is quite viable—if there are any issues on a given transaction or a piece of content, the tool picks up on it and we can address it quickly. We now rely on ROSS for efficiently managing our SharePoint content. We wouldn't have it any other way."

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