



Texas Children's Hospital™



## Industry

- Healthcare

## Products

- Microsoft Office SharePoint Server 2007

## Challenge

Groups outside the hospital, such as the board of directors and specialized clinical groups, did not have access to its intranet portal. To serve them, the hospital IT staff had to create an extranet portal application for each user group as the need arose.

## Solution

Neudesic and Microsoft Technology Center architects gathered a range of requirements for the proposed portal, including everything from user functionality to data security. They presented their recommendations and an implementation plan to the hospital, which it used to successfully launch its new extranet portal.

## Benefits

- Considerable time savings in both design and implementation of a custom extranet portal
- A strong sense of partnership between Neudesic engineers and hospital staffers
- The ability for doctors and researchers to easily share information and research with outside stakeholders and specialized clinical groups

# Extranet Portal

Located in the Texas Medical Center in Houston, Texas Children's Hospital is one of the largest and most highly regarded children's hospitals in the United States, committed to high-quality service and cost-effective care that enhances children's health and well-being. Since opening its doors in 1954, the hospital has cared for more than one million children from every corner of the world and has more than 1.5 million patient encounters annually. Its medical staff consists of more than 1500 board-certified primary-care physicians, pediatric sub-specialists, pediatric-surgical sub-specialists, and dentists.

Renowned worldwide for its expertise and break-through developments in clinical care and research, Texas Children's Hospital is nationally ranked in U.S. News & World Report's 2009 list of America's Best Children's Hospitals. Its Centers of Excellence—Texas Children's Cancer Center, Texas Children's Heart Center, Texas Children's Newborn Center and Texas Children's Fetal Center—lead their fields with programs and patient outcomes that are among the best in the nation. The hospital also operates Texas Children's Pediatric Associates, the largest primary care network with more than 44 practices and more than 170 physicians.

*Hospital decision makers wanted our physicians, researchers, and other staff members to be able to partner even more with outside clinical experts, and we knew that we wouldn't be able to keep up with demand if we stuck with our current way of handling extranet access.*

*Matt Sides, Web Technology Manager  
Texas Children's Hospital*

## Project Highlights

- To serve users outside the hospital—such as the board of directors and specialized clinical groups—the hospital IT staff had to create an extranet portal application
- The hospital's IT staffers worked with their Microsoft account team and Microsoft Gold Certified partner Neudesic to determine how best to address their extranet/internet site needs
- Microsoft account team and Neudesic presented hospital staffers with the opportunity to attend a Strategy Briefing and Architecture Design Session at the Microsoft Technology Center (MTC) in Dallas, Texas
- Neudesic and MTC architects gathered a range of requirements from the attendees, who represented different areas of interest, from user functionality to data security
- Hospital officials used their MTC experience to develop a plan for the successful launch of its extranet site



## The Challenge

Collaboration among healthcare professionals is critical to providing a high level of service, especially when it comes to sharing breakthroughs in research. To support such collaboration among its internal staff members, Texas Children's Hospital implemented Microsoft Office SharePoint Server 2007 as an intranet portal solution, with team sites for different groups throughout the organization; however, those outside the hospital—such as the board of directors and specialized clinical groups—did not have access to the intranet portal. To serve them, the hospital IT staff had to create an extranet portal application for each user group as the need arose.



## The Solution

In February 2009, the Microsoft account team and Neudesic presented Texas Children's Hospital with the opportunity to attend a Strategy Briefing and Architecture Design Session at the Microsoft Technology Center (MTC) in Dallas, Texas.

"The MTC gave us a great chance to work with Microsoft and Neudesic experts to further "The MTC gave us a great chance to work with Microsoft and Neudesic experts to further conceptualize and design the service that we wanted to offer," says Matt Sides, the hospital's web technology manager. "Plus, we were able to get all our internal stakeholders out of the office, where together we could focus on what we collectively wanted to accomplish."

During the engagement, Neudesic and MTC architects gathered a range of requirements concerning everything from user functionality to data security. The engagement also included a visit to the MTC Envisioning Center, where hospital officials learned about additional technologies and how they could use them to benefit the hospital. "We understood more by actually seeing the technologies at work, rather than just hearing someone talk about them," says Sides.

Texas Children's Hospital left the MTC with a solution architecture and implementation plan to follow for its extranet, which it successfully launched.



## The Benefit

Texas Children's Hospital came away from the MTC with a viable, agreed-upon approach to its extranet. The experience reduced the hospital's project time line and, ultimately, will help it contribute to better health for children. Hospital staffers and IT personnel found it extremely valuable to have access to MTC architects, who could so thoroughly address the team's security and other concerns.

*We definitely benefited from the opportunity for everyone on the team to fire questions at the MTC experts and receive their guidance and recommendations.*

*Matt Sides, Web Technology Manager  
Texas Children's Hospital*

Thanks to the progress made at the MTC, the hospital shaved valuable months off its project time line. It also developed a higher level of trust in its project path as well as an increased sense of partnership with Microsoft and Neudesic.