ninjaOne.

HORIZON
Home Care & Hospice

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Randy Rybakowicz, *IT Director*

LOCATION	INDUSTRY	ENDPOINTS	PRODUCTS
Milwaukee, WI	Healthcare	1000+	Endpoint Management

How NinjaOne Modernized Horizon Home Care & Hospice's IT Department

Horizon Home Care and Hospice (HHCH) is known around the healthcare industry for its mission to celebrate the human spirit and its dedication to providing a sense of home to its patients in the greater Milwaukee area. For over 30 years, HHCH has served its patrons through home care, hospice, private duty, meals-on-wheels and other non-medical care activities.

CHALLENGE

Randy Rybakowicz, Horizon Home Care & Hospice's IT director, rebranded an outdated, legacy IT environment to a fast, efficient and modern tech department. How did he manage it? Rybakowicz attributes the success to NinjaOne.

"NinjaOne makes us look like rockstars," said Rybakowicz.

Rybakowicz joined Horizon Home Care & Hospice (HHCH) in 2017. His goal: keep 1,000 outdated devices healthy and active with a very limited budget, while simultaneously moving the entire environment to the 21st century. "The only way I could think of accomplishing such a task with just two other technicians was through additional automation capabilities," said Rybakowicz. "I needed a tool that was lightweight, intuitive, powerful, and could seamlessly support our frontline workers' devices."

Enter NinjaOne.

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SOLUTION

"The simple interface along with the support team made deploying NinjaOne to all 1,000 endpoints in under two weeks incredibly easy," said Rybakowicz. "The best part – there were no disruptions to our frontline caregivers."

NinjaOne made an immediate impact through automation. "NinjaOne automation lets me update software quietly in the background, without having to remote into devices and disrupt our patient caregivers," said Rybakowicz. Rybakowicz recalled when he deployed an updated version of Windows 10 to over 200 devices "NinjaOne automated the entire task. Something that would've taken me 400 hours of manual labor took place quietly in the background with no disruptions," said Rybakowicz.

In addition, the IT team implemented regular, automated patching to cut down on manual tasks and increase efficiency. "NinjaOne's patching engine is a thousand times more powerful than our previous tool, and I can easily see the patch history and success in one dashboard," said Rybakowicz. "NinjaOne hasn't just cut down countless hours of manual patching, it makes it possible."

NinjaOne proved especially valuable when HHCH moved to a new medical record system. "Migrating systems is a massive undertaking. NinjaOne's capability to deploy and monitor software packages made it possible for us to completely implement a new system in just seven months," said Rybakowicz. "Without NinjaOne, that would never be possible."

NINJAONE MAKES AUDITS EASY

Periodic compliance audits are a necessary, but dreaded process for the healthcare IT teams. For Rybakowicz, not only does NinjaOne make audits simple and easy, but it's also reduced their

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frequency. "Gathering device information for audits is a full-time job," said Rybakowicz. "NinjaOne reporting provides all the information we need instantly, and because NinjaOne's level of security is so well respected, we've actually received fewer audits since highlighting our partnership with NinjaOne."

"Other endpoint solutions are so complex and change constantly. NinjaOne is just as powerful, but so much easier to use," said Rybakowicz. "We would never be able to do what we do without NinjaOne."

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