



## Windows 7 Customer Solution Case Study



**MEDICLAIM DATA SERVICES, INC.**  
EXCELLENCE IN REIMBURSEMENT

## New OS Delivers Greater Speed and Security for Emergency Medical Services Firm

### Overview

**Country or Region:** United States

**Industry:** Professional Services, Medical, Healthcare

### Customer Profile

Medicclaim Data Services provides a comprehensive transport reimbursement solution for EMS (Emergency Medical Service) providers such as fire districts or privately operated ambulance companies.

### Business Situation

Medicclaim wanted to speed up workflow and protect confidential client and patient information.

### Solution

The firm is discovering features in Windows 7 Professional such as Action Center, the Aero® desktop experience, Taskbar Customization, and Federated Search that are having a positive impact on workflow and security.

### Benefits

- Better Security, Easier to Monitor
- Faster Connections
- Faster Document Navigation
- Better Compliance
- 30 Percent More Work Time

“Pinning and Jump Lists are mini-productivity tools that make managing a myriad of documents faster.”

Michael Sherry, President, Medicclaim Data Services, Inc.

When your business is built around emergency services, you are successful because you deliver. Such is the heritage of Medicclaim Data Services, a 10-year EMS transport reimbursement firm in Phoenix, Arizona. It not only provides billing and collection services, but generates business intelligence data that helps its clients better manage and support their businesses. Two key areas of focus for Medicclaim are speed and security as supporting clients in the emergency industry demands attention to both areas. Using the expertise of its IT consultant, itSynergy, the EMS firm is discovering features in the new Windows® 7 Professional operating system that are helping to accelerate document navigation while employing the latest security measures on its computers.



## Situation

Started in 1999, Medclaim Data Services provides a comprehensive transport reimbursement solution for EMS (Emergency Medical Service) providers such as fire districts or privately operated ambulance companies. Medclaim not only handles billing and collection, but additionally delivers operational intelligence that includes quality and compliance monitoring, field performance, crew efficiency, calls per shift, average call times and procedures performed. The information is not only critical for day-to-day operations, it provides feedback useful in additional training and education of first-responder staff. The firm has five full time employees and five PCs. Since Medclaim provides support and services for a highly time-sensitive and confidential industry, it too has a need for speed, efficiency and security. "When you choose to do business in the emergency services industry you also choose to do your job faster and more securely. We're always seeking ways to better deliver on that promise," said Michael Sherry, president, Medclaim Data Services, Inc.

## Solution

Medclaim is uncovering features in Windows 7 such as Action Center, Network Connection Wizard, Aero® Interface and Taskbar Customization that are providing greater security and more efficient workflow.

### **Bluetooth Pairing**

Windows 7 simplifies Bluetooth pairing connections for Medclaim phones, PDA's, mice, headsets, etc.

### **Action Center**

Action Center keeps Medclaim users informed about PC status without interrupting the workflow. It also provides direct links to a large variety of security and maintenance solutions.

### **Libraries**

Libraries allow a collection of documents, images, videos and other types of files to be viewed within a single folder, regardless of their actual location on a computer or network.

### **Aero desktop experience**

Medclaim users can Snap windows to a side-by-side view by dragging windows to borders, left and right. Grab and shake the foremost screen to make all other screens behind disappear. The Peek feature is invoked by clicking the lower right hand Show Desktop rectangle. The desktop is immediately visible to view gadgets and other desktop icons.

### **Taskbar Customization**

Jump Lists allow Medclaim users to see the most recently used files by right-clicking on the taskbar.

### **Power Management**

The Power Management feature in Windows 7 provides increased energy savings and longer battery life for Medclaim laptop users.

### **Location-Aware Printing**

Location-Aware Printing automatically recognizes and remembers each new default printer as Medclaim users move from their office network to another, such as their home or home office.

### **Federated Search**

This functionality enables users on the Medclaim network to find information—including spreadsheets, pleadings, document forms, email and presentations—on local or network drives and the Internet.

## Benefits

### **Better Security, Easier to Monitor**

Sherry can now more easily monitor the status of over ten different security and maintenance features. "Action Center makes it a whole lot easier to solve security and maintenance issues from a single window. Also, the User Account Control flexibility is about 10 times better than my Windows Vista® machine."

### **Faster Connections**

According to Sherry, connecting networks, printers and Bluetooth devices just got a little easier. "Network Connection Wizard makes moving and connecting from one network to another almost painless. It automatically identifies available secure networks and gives me the options.

"The Bluetooth Pairing feature in Windows 7 makes smart phone and other devices a lot easier to connect and Device Stage manages an array of devices from a single window. Very convenient."

### **Better Compliance**

Because Sherry's staff deal with a myriad of compliance and regulation issues, it is critical that documents versions are managed well. "The Libraries feature in Windows 7 helps us with document version control. Our clients have strict legal requirements to meet, and it's our job to help them; so sharing the same documents is a great help."

### **Faster Searching**

With his Windows XP® machine, Sherry used the add-on search function to find files. Windows 7 however, provides some additional advantages. "In Windows XP, the search function was an add-on and was pretty good. What I'm starting to see with Federated Search is deeper, enhanced search capability more tightly integrated into Windows 7."

### **Faster Document Navigation**

According to Sherry, a set of Aero desktop experience features are delivering faster navigation capabilities. "The Snap feature in Windows 7 lives up to its name. It's a snap to compare two documents side-by-side that take up exactly half the screen each. Previously, it was easy to waste several minutes fiddling with manually resizing the windows.

"The thumbnail document images that pop-up when you hover over them just makes sorting out which document is which a lot easier.

"Pinning and Jump Lists are also mini-productivity tools that make managing a myriad of documents faster," noted Sherry.

### **30 Percent More Work Time**

Because Sherry was still using an older operating system, he had the ability to directly compare it to Windows 7. "Windows 7 delivers about 30 percent more battery life than my old Windows XP machine. Candidly, I expected it; so I wasn't disappointed."

### **Faster On, Faster Off**

"Starting, resuming and shutting down my Windows 7 laptop is twice as fast as before. I know the OS only has the minimum of services running at any given time so it's much faster all the way around.

"The Trigger Start Services technology in Windows 7 is responsible for faster boot and shutdown times and well as overall performance improvements," noted Daniel Zaremba, technology advisor, itSynergy. "It efficiently turns on services just when needed so computer resources are not clogged with non-essential demands."

## For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: [www.microsoft.com](http://www.microsoft.com)

For more information Mediclaim Data Services, Inc. products and services, call 800-953-9777 or visit the Web site at: [www.mediclaimdata.com](http://www.mediclaimdata.com)

For more information about itSynergy products and services, call 602-297-2400 or visit the Web site at: [www.itsynergy.com](http://www.itsynergy.com)

## Windows 7

Faster and more reliable: Windows 7 will help your organization use information technology to gain a competitive advantage in today's new world of work. Your people will be able to be more productive. You will be able to support your mobile work force with better access to shared data and collaboration tools. And your IT staff will have better tools and technologies to enhance corporate IT security, data protection, and more efficient deployment and management.

For more information about Windows 7, go to: [www.microsoft.com/windows/business](http://www.microsoft.com/windows/business)

### Software and Services

- Products
  - Windows 7 Professional
  - Windows Vista® Ultimate
  - Windows XP Professional
  - Office® 2007 Ultimate
  - Microsoft Small Business Server® 2003

### Hardware

- IBM