



Client Case Study

Health Services Provider



National Health Services Provider Improves IT Managers' Knowledge with Instant Access to On-Demand Learning Tools

A leading, nationwide health care services provider sought to improve the efficiency with which its Information Technology professionals in multiple geographical locations solved problems and learned about the latest advances in IT development, management and best practices.



Situation

This organization is one of the most well-known integrated health care systems in the US and serves the health care needs of more than eight million members in nine states and the District of Columbia. The company is dedicated to providing its members with the highest quality health care and services while keeping its membership rates affordable, its operating costs down, and its contributions to research and community health at the core of its mission.

With more than 400 medical offices and numerous research facilities throughout the regions it serves, the company's Information Technology group is vital to delivering cost savings and operating efficiencies through a robust, state-of-the-art IT infrastructure. The organization relies on its IT group to maintain and grow its investment in technology. This organization is committed to providing its technical staff with the resources needed to keep up with the latest advances in programming languages, Web design and development, software development, and IT management and best practices.

Challenge

The organization's eight key technical support centers are located throughout the US. It is critical that the company's entire technology staff has access to up-to-date technological expertise, research resources and the knowledge that enables individuals to work independently or interdependently to solve problems, improve processes, and collect and share information.

While it is important to provide the IT and development staff at each location with books, subscriptions to trade publications and newsletters, and access to vendors and Web-based research, those resources can be costly and cumbersome to use.

Form #SS-115 (04/09)

"It's always a challenge to stay current with technology. Safari Books Online provides a library that I can access anywhere, either from saved, downloaded files or on the Internet. With Safari my effectiveness has increased substantially as well as my enthusiasm for keeping myself technically up to date—without having to spend enormous amounts of money and time."

—Programmer/Analyst

Questions?

Visit www.safaribooksonline.com for answers to commonly asked questions about Safari's products and services. Or, call a Safari Books Online sales representative at 1.888.619.1684 or email info@safaribooksonline.com.



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In a recent survey of its Safari Books Online users, the company found that 95% of the survey respondents say that Safari Books Online helps them solve technical or business problems on a daily basis.

When asked whether or not access to Safari Books Online saved time, 90% of the survey respondents said they saved hours of development and research time; in fact, collectively, they saved over 3,000 hours of development time and estimated saving more than 1,500 hours in time spent on research.



Solution

Providing the whole IT group with a single cost-effective, on-demand source for information and knowledge meets the needs of the organization, and an on-demand digital library is the logical choice. Unlike a static library, an online library allows users to:

- › search through thousands of publications to find information about specific topics in seconds,
- › read books or articles from start to finish, or jump to the exact pages where information is located,
- › cut and paste code directly from reference material to save time and eliminate programming errors,
- › browse books by category,
- › find books by ISBN, author, title, publisher, or publication date.

With its huge technology team spread across the country, a subscription to Safari Books Online is the ideal solution for this company. With it, the entire technology staff has an easily accessible, on-demand library that let's them stay current with the latest in technology developments and trends. The company's IT team has embraced the selection of Safari Books Online and now uses it for:

- › Programming
- › Database Development & Management
- › Web Development
- › Network Management
- › Java
- › And more.

About Safari Books Online:

Safari Books Online is an on-demand digital library delivering expert content in both book and video form from the world's leading authors in technology and business. Technology professionals, software developers, Web designers, and business and creative professionals use Safari Books Online as their primary resource for research, problem solving, learning and certification training. Safari Books Online offers a range of business-to-business product mixes and pricing programs for every organization, as well as business-to-consumer options for individual users. Thousands of books, prepublication manuscripts, short documents, articles and instructional videos are available at Safari Books Online in one fully searchable database from publishers like Prentice Hall Professional, O'Reilly Media, Addison-Wesley Professional, Microsoft Press, Sams, Que, Peachpit Press, John Wiley & Sons, Elsevier, IBM Press, Adobe Press, Cisco Press, Sun Microsystems Press, FT Press, Wharton School Publishing, Apress, Manning, New Riders, Apple Certified, Course Technology, Splash Media and dozens more.