



The Spanish Red Cross is a voluntary humanitarian institution of public interest, and part of the International Red Cross and Red Crescent Movement, the world's largest group of humanitarian non-governmental organizations. Health care has been a priority and commitment since its beginning and is a daily reality in health centers such as the Red Cross Hospital in Córdoba. Inaugurated in 1933, this hospital has a staff of 250 professionals serving the Córdoba area to provide excellence-based health care services.

For more information visit: www.cruzroja.es

Challenges

- ✔ To offer efficient work processes with a quick-response capability
- ✔ To offer secure, stable IT support for health professionals
- ✔ To increase hospital profits without increasing health costs



Solution

The ease and simplicity of TeamViewer have made it a staple of the technical support team at the Red Cross Hospital of Córdoba. Its features allow the health center to streamline processes and provide continuous IT support, so that the staff may go on providing quality service.

Contributing to excellent health care

The Red Cross Hospital of Córdoba offers unparalleled health care service due to remote control with TeamViewer

Hospitals and health centers are currently faced with the challenge of optimizing costs without compromising the quality or effectiveness of their health care. In this context, technology becomes the perfect tool for streamlining and expediting processes in the short-term, a fact that has not escaped health sector professionals.

The Red Cross Hospital of Córdoba (Hospital Cruz Roja de Córdoba) has been providing health care to the Córdoba area since 1933. With more than 250 health professionals, its computer network consists of over 100 computers.

Added to the complexity of such a broad system is the nature of its services, which involve a continual flow of information 365 days a year, 7 days a week, 24 hours a day.

Accordingly, several years ago the hospital technical support team, comprised of three health professionals, began searching for a tool which would facilitate the streamlining of these internal processes.

In short, they needed a solution to respond in real time to problems derived from increased productivity without increasing hospital expenditures. They needed a stable, efficient, remote service.

After testing other software, the Red Cross Hospital of Córdoba discovered the TeamViewer remote access solution, which enables secure remote access to all computers through the internet.

Within a short time they began to see positive results.

“After testing other more complex, less efficient solutions, we decided to give TeamViewer an opportunity,” said José Antonio Alcaraz, IT Manager at Hospital Cruz Roja de Córdoba.



“We began to use the free version and we were immediately convinced, so we then purchased a license. We were increasingly sat-

isfied and decided to expand to two channels” Alcaraz added.

Today, the support team uses TeamViewer to immediately resolve technical failures in any of the network’s 100 computers, from anywhere at any time.

Avoid need for mobility, while saving time and resources

They thus avoid the need for mobility, while saving time and resources. Furthermore, the software offers the hospital the assurance of knowing that they may count on technical support during weekends with the use of mobile applications.

“It is essential for us to be able to resolve any issue efficiently, even when we are out of the office. You have to bear in mind that a hospital is not like a normal company; there are always professionals working who may require our support” Alcaraz pointed out.

Streamlining hospital processes

TeamViewer has been of great assistance in streamlining hospital processes, and has thus become an indispensable aid.

“It is a tool we cannot do without these days; it avoids the need for mobility, and that allows us to save time.

And we must remember that saving time means saving costs,” Jose Antonio Alcaraz said.

“Without TeamViewer, our current resources would doubtlessly be insufficient”

In addition, thanks to the TeamViewer feature for online meetings, the hospital is increasingly making use of this extra feature and adopting virtual meetings in the daily worklife to optimize decision processes.

“TeamViewer has streamlined processes and facilitated IT support 24 hours a day, 7 days a week, which is essential for a hospital.”

José Antonio Alcaraz, IT Manager, Hospital Cruz Roja de Córdoba

Alcaraz concludes, “TeamViewer is an effective solution that has revolutionized the way we work. It contributes to the service excellence the hospital has provided to the Cordoba area since 1933.”

TeamViewer Inc.

Founded in 2005, TeamViewer is fully focused on the development and distribution of high-end solutions for online communication and collaboration. Available in over 30 languages, TeamViewer is one of the world’s most popular providers of remote control and online meetings software.

For more information about TeamViewer please visit:
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