



Better Communication Becomes Better Care

Cunningham
CHILDREN'S HOME



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Andrew Clark

IT Systems Administrator

Cunningham Children's Home

www.cunninghamhome.org

Cunningham Children's Home, Urbana, Illinois

Providing care 24/7 for the most vulnerable children requires a dedicated team of caring professionals and the right technology to support them. With an IT staff of one, Cunningham Children's Home needed a computing solution that was easy to manage, easy to use, and low cost. They turned to Wyse thin clients to centralize applications and secure information, so staff members could share updates and reports more easily.

Established in 1895 as an orphanage, Cunningham Children's Home has become a multifaceted social-service organization for children and youth from the state of Illinois with emotional, behavioral and neurological disorders. The non-profit organization provides primary care to about 165 children on the main campus, as well as in community-based group homes, a day treatment academy, independent and transitional living facilities, and foster care. Their community includes children as well as pregnant young women and new mothers.

Challenge: Connect Information and Applications

The biggest computing challenge for Cunningham was getting the right applications and information to the right people, 24/7, in 12 different buildings. As service providers to minors, staff members must create detailed reports for each child in accordance with health and education regulations.

Solution Architecture

- Wyse Products
 - 65 Wyse® Winterm™ Thin Client devices
- Applications
 - Microsoft Office
 - Custom legacy application
 - Donor management software
- Servers
 - Citrix Presentation Server
 - Windows Terminal Server 2003
- Network
 - Ethernet network

"We are required to document almost everything we do," said Cloydia Larimore, Vice President for public relations development and marketing. "Each child has an individual treatment plan and many children are on medication. Our staff work shifts to care for children 24 hours a day. They need to know what's happening from moment to moment for quick response."

In addition, Cunningham must raise \$1 million a year to support programs beyond what referring agencies provide. Aging PCs and dumb terminals connected to a mainframe made it time consuming to create reports from different sources and combine information.

Solution: Wyse Thin Clients

To keep pace with donor and care demands, Cunningham needed more productive business computing tools without adding management demands for each desktop. Like most non-profits in these cash-strapped times, the costs had to be low and the solution had to last. In 2004, they chose Wyse thin clients to connect to Citrix Presentation servers for a complete thin computing solution.

Cunningham Children's Home IT Systems Administrator Andrew Clark is responsible for all computing support and IT systems. He used Citrix and Windows Terminal Server to define user groups and set access privileges for applications and data. Cunningham staff members now use Wyse thin clients to connect to powerful servers, where information is securely stored and applications are processed. Their user specific log-in determines what they see and what tools they can use.

"I think Wyse thin clients are a very good fit for our facilities," said Clark. "I've looked at other thin clients and ways to achieve better management and lower cost. I'm very happy with how Wyse has performed with the management costs."

Clark manages the IT network, server, and application assets from a central location, by distributing on-demand computing power across the 12-building campus. With Wyse™ Rapport®, he can bring all of the devices in the network up to date at once, saving time and improving compliance across all devices.

The thin clients are extremely reliable, with a solid-state design that features no moving parts to break down, heat up, or make noise. To set them up, Clark plugs a new thin client into the network, plugs in mouse, keyboard and printer cables, turns it on, and the configuration is automatically downloaded.

Benefits: Improved Management

"We have more ready access to information anywhere," said Larimore. "We used to have a lot of problems connecting to the systems from different sites. You had to dial in and it didn't always work. Thin clients have improved communication."

Staff members no longer have to switch between dumb terminals and PCs to find information or use different applications. They don't have to double-enter information to move it from one system to another. All information is accessible from any thin client, based on their log-in privileges. They can email reports, or cut-and-paste information into a report.



In addition to saving money on the purchase of thin clients instead of PCs, Clark found that the total cost of ownership is much lower. Not only do thin clients have a longer expected life, all hardware and software upgrades are handled from the server. "We don't spend as much time managing our desktops and investing in them," said Clark. "And people who are used to Windows don't need any special training to use the Wyse thin clients."

Expanding Access with Wyse Thin Clients

Clark still manages 50 individual PCs across Cunningham's infrastructure. As the PCs breakdown, they will be phased out and replaced with thin clients where possible. Clark expects to extend the thin-client implementation to a new 10-seat computer lab, which is currently under construction. With the locked-down desktop and solid-state design, Clark is confident that students will have reliable access to the tools they need for learning.

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