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## French Public Assistance

**FRENCH PUBLIC ASSISTANCE – PARIS HOSPITALS has chosen PYTHEAS to manage its IT and non-IT assets**

### A complex background

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**The FRENCH HOME CARE INSTITUTION PUBLIC ASSISTANCE – PARIS HOSPITALS (HAD AP-HP) is a multidisciplinary hospital centre managed by the French Public Assistance – Paris Hospitals.** Created in 1957, this so-called "alternative to hospitalization" ensures that patients are provided continuous and medical and paramedical care treatments coordinated between the hospital, the patient's GP and other health professionals. It operates 24h, 7 days a week and cares for 1,000 patients per day with 610 professionals.

Objective: optimal yet effortless IT asset management HAD AP-HP provides services in PARIS and 108 towns in the Paris region over a much extended area. To ensure fast and efficient service, HAD AP-HP staff comprises:

- 1 medical coordination service
- 8 adult care departments each including 2 care units, that is to say 16 practices
- 1 coordination service distributed over 28 surgical units
- 1 pediatrics department with 2 care units
- 1 obstetrics department
- 3 specialized department: dietetics, occupational therapy, physiotherapy
- 1 social department
- 1 logistics department
- 1 administrative centre



*Optimize your TCO*

Today, this large structure must face massive asset management requirements over various sites. Until nowadays, the follow-up of equipment (IT or non-IT) moves in the various entities of HAD AP-HP was ensured by **two different applications** that were **not linked** and did not include any help desk. HAD AP-HP was then confronted to information **redundancy and update issues**.

## Optimal asset management, efficient help desk ... effortlessly

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Wishing to manage its equipment (whether IT or non-IT) **on the same base**, while ensuring fast and **efficient follow-up and maintenance**, HAD AP-HP has equipped itself with the PYTHEAS solution, choosing **Series 3 Enterprise**, as it appeared to them as the most intuitive, comprehensive and easy to configure at the best quality/price ratio.

Today, Series 3 Enterprise offers HAD AP-HP:

- The inventory of its IT and non-IT assets,
- The management of its IT and non-IT assets,
- The computerization of its Help Desk,
- The management of its Workflow,
- The financial follow-up of its IT assets (investment and amortization),
- Internet/Intranet access to meet technicians' mobility constraints,
- Bar Code follow-up

**Today, HAD AP-HP can use real-time information to follow-up the technical, financial and administrative aspects of its IT and non-IT assets.**

French Public Assistance   Paris Hospitals   Home care unit

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Business: Health sector  
Headcount: 610  
Number of sites: over 100

### The project

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Software used: Series 3 Enterprise  
Number of pieces of equipment: 2,100 pieces of furniture, 300 desktops, 200 printers...  
Number of simultaneous connections: 4  
Start date: May 2001



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