

# Case Study: Kindred Healthcare

Comprehensive repackaging that is reliable,  
reputable and easy to use: an AdminStudio  
case study



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Rob Rhodes  
– Kindred Healthcare

## AdminStudio®



Kindred Healthcare provides long-term healthcare services through the operation of nursing centers and hospitals. Kindred Healthcare's 65 hospitals and four pulmonary units in 25 states provide innovative approaches in the treatment of patients suffering the consequences of catastrophic illness. The company's Health Services Division consists of 285 skilled nursing centers in 32 states and a rehabilitation therapy business. The Pharmacy Services Division operates 30 institutional pharmacies that serve patients and residents of senior care facilities in 24 states. Based in Louisville, Kentucky, Kindred employs 53,000 people who care for more than 34,000 patients and residents each day.

When Kindred turned to AdminStudio, Kindred's software distribution team was in the middle of a company-wide application migration and deployment to Windows 2000. They needed to quickly and efficiently migrate a number of Web applications for

9,000 remote desktops. While the company has an experienced, centralized IT staff, it did not have a staff member familiar with authoring Microsoft Windows® Installer (MSI) application packages. In addition, Kindred's security model of a completely locked-down environment did not allow end users to install software on their desktops. Kindred wanted to use a number of applications that required end users to download ActiveX® components and the locked-down desktops prevented that. Kindred's initial migration solution did not have the (MSI) authoring tools and functionality that would easily resolve this issue.

### The Flexera Software Solution

A Kindred Systems Engineer tested an evaluation copy of AdminStudio and found that in addition to providing the ability to author MSI packages, it was incredibly easy to learn. He suggested adopting AdminStudio as the repackaging tool for all of Kindred's Web applications. AdminStudio's cutting-edge technology and solid reputation as an industry leader backed up the choice.

"To meet migration deadlines we needed a solution that would enable us to retain our current security model," said Rob Rhodes, Kindred Healthcare. "AdminStudio is reliable, reputable and incredibly easy-to-use, making it the best choice for us."

AdminStudio could provide Kindred with a comprehensive set of repackaging tools to meet all of their needs:

- AdminStudio offered a complete solution to author, repackage, test, and prepare MSI files for distribution.
- AdminStudio would enable the packaging team to create MSIs that incorporated common ActiveX components, allowing them to distribute applications to end users without revisiting their entire security model.
- AdminStudio is easy-to-learn and would save the IT team valuable time.

Following the team member's recommendation, Kindred's newly formed dedicated software distribution team began packaging their Web components with AdminStudio. Kindred realized an immediate benefit in the overall packaging

process, particularly in the time savings resulting from how easily they could now reliably repackage Web applications. In addition, with AdminStudio, Kindred created MSIs incorporating the common ActiveX components to deploy to their end users, completely solving their security issues since their end users would no longer need to separately download ActiveX components via the intranet. Kindred then seamlessly distributed the MSI packages to end users via their current Novadigm solution.

#### Business Benefits

"AdminStudio has dramatically reduced the time we spend on application repackaging and greatly contributed to our high success rate of 99.77 percent," said Rhodes. "In addition, repackaging with AdminStudio

enabled us to keep our current security system, saving us the time and frustration of seeking and implementing a new model."

Kindred's packaging best practices and success, including their incorporation of AdminStudio, have greatly changed the way the software distribution team is viewed by the rest of the company. Kindred was extremely pleased with AdminStudio's ease of use, and plans to continue using AdminStudio for all of their MSI authoring and packaging needs. Standardization on AdminStudio has been incorporated into Kindred's Change Management Packaging Process, a process the company developed to form and follow best practices for software packaging and distribution.

#### About Flexera Software

Flexera Software provides solutions that power the business of software for multiple customer segments, including software producers and high-tech device manufacturers, engineers and developers, helping them uncover revenue opportunities, streamline their infrastructure and reduce costs. Flexera Software's proven solutions have been simplifying the business relationship between software producers and high-tech device manufacturers and their enterprise and government customers for more than 20 years, enabling Flexera Software to maximize the value of the software the world develops and uses. For more information, please go to: [www.flexerasoftware.com](http://www.flexerasoftware.com).

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#### Next Steps:

You can download a no-cost evaluation of AdminStudio at [www.flexerasoftware.com/adminstudio/eval](http://www.flexerasoftware.com/adminstudio/eval)

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