

**Challenge:** Get critical information into the hands of 1.3 million state residents and avoid a state-wide health panic. Do it in the shortest time possible with the least number of personnel.

**From:** Rich Reagan, Systems Architect  
State of New Hampshire Department of Health and Human Services

**Business:** State government

Rich Reagan is a Systems Architect. He's the top tech guy at the Health and Human Services Division for the State of New Hampshire. Big job. Lot's of responsibility.

A few years back there was a national shortage of flu vaccine. You may remember the near-hysteria when the news hit the airwaves. The public was concerned. People had questions. They wanted immediate answers. Rich needed to pull off a magic act.

"I can still remember the phone call," says Rich. "The Division Director called shortly after the flu vaccine shortage became national news. There was major concern about public panic and we needed to get information out very quickly to the public and health workers and hospitals. I was asked to get a system in place that could handle things without tying up management level personnel or being labor intensive."

A Flu Hotline was the answer. Forty-eight people on two hour shifts every single day.

"I quickly realized scheduling could be a real nightmare," recalls Rich. "Fortunately, I had used eStudio on other projects in the past and was aware of its capabilities."

Capable? Yes. Easy to manage too. And easy to adapt. Fifteen minutes and Rich had created a full-blown scheduling system for the phone workers and a system to get vital and accurate information to hospitals and health workers across the state.

Rich confidently says, "It was so simple. We had 1176 shifts to fill for the phones and the calendar. eStudio allowed me the flexibility to set-up a self-scheduling system that allowed workers to log-in to the eStudio and see where they were needed and block themselves in. Management simply had to log-in periodically and review the calendar to see if all the shifts were getting covered. If we hadn't had eStudio, that request would have taken many, many man-hours to deal with."

For Rich Reagan implementing eStudio meant tens of thousands of dollars in salaries and wages saved, freeing up management during a crisis situation and no costly delays. And that's not all ...

Now Rich points out eStudio's flexibility: "Not only was it handled in minutes, but I also created a system that allowed each hospital and healthcare worker who needed access to up-to-the-minute information about vaccine supply status to log-in securely and view or download the data they needed. They could also contact the division via the system and leave us messages and information about what they were seeing which helped us to make better decisions as we allocated our limited vaccines.

"This was a real success" says Reagan with a smile in his voice. "Every time we've called upon Same-Page.com eStudio to meet a new need in our state, whether it's aiding communication during Bio-terrorism training or educating people during a crises, eStudio has helped our team to work together effectively and accomplish our mission.

"I will continue to use eStudio as a tool for our Health and Human Services mission here in New Hampshire. Its uses are limited only by our imagination. It's a truly powerful tool."

We designed eStudio to be light weight and flexible. But even we are amazed how our customers have adapted and customized eStudio for their particular needs. Contact us and we'll share some more customer success stories with you. Then you can unleash the full power of eStudio for yourself.