Lenovo
Health

Whalley Computer Associates, Inc.



When healthcare needs IT care, WCA delivers.

For 47 years, Whalley Computer Associates has kept New England healthcare running, with its own warehouse, its own trucks, and its own people on-site.

AMD

Lenovo

At-A-Glance: WCA Delivery

Market Focus

Multi-site health systems, and healthcare of every kind, from clinics to behavioral health to specialty and educational care

Challenge

Aging fleets, volatile device pricing, and tight supply

Solution

Lenovo ThinkPad and ThinkCentre with AMD Ryzen™ PRO, delivered by Whalley Computer Associates

Partner

Whalley Computer Associates (WCA), privately held, New England

What owning the whole transaction looks like

~3,500 endpoints across four hospitals and nine buildings

Ahead of schedule and under budget

Zero clinical disruption

Hardware isn't dead. In healthcare, it's mission-critical.

For a decade, the industry kept declaring hardware dead. Move everything to the cloud, and the device stops mattering. Healthcare knows it's more complicated than that. When a clinician needs a workstation in the OR at two in the morning, or a cart that rolls room to room without missing a beat, the cloud doesn't help. The device does. Whalley Computer Associates has spent 47 years proving it, a privately held company that grew by doing the work nobody else wanted, whatever it took, and never once had a layoff or a down year to show for it. WCA doesn't just sell endpoints. It owns the whole transaction, sourcing, configuring, delivering, and installing them with its own people. In an industry where nothing pauses for technology, that's the difference between a refresh that disrupts care and one that keeps care moving.



Shrinking budgets, rising prices, and no room to wait.

Talk to healthcare IT leaders today and the same tension surfaces again and again. Budgets have never been tighter. Device prices have never been higher. And the two keep moving in opposite directions, with memory and storage shortages driving costs up and no relief in sight.

Supply challenges complicate the picture. Lead times stretch for weeks, stock is unpredictable, and even a confirmed order can fall through. When the model a team planned around isn't there, the whole rollout stalls.

Then there's the pressure that never really goes away: the next mandatory refresh. Operating systems reach end of support, software vendors raise their hardware requirements, and what looks like a routine upgrade becomes a full fleet decision. The move to Windows 11 is the latest version of a cycle that always comes back around, and it tends to arrive while an organization is still tied to the devices it purchased during the previous refresh.

Healthcare makes all of it harder, because healthcare has no single standard. A surgeon, an oncology floor, an imaging suite, and a front desk each need something different, and those needs multiply across sites that rarely look alike. For the teams carrying that complexity, the wrong call is expensive, and the clock never stops.





What it means to own the whole transaction.

WCA's answer begins long before the first device ships. From an 86,000-square-foot warehouse, the team strategically stocks customer-owned devices ahead of price increases, so an organization locks in its cost instead of chasing a moving target. When deployment day arrives, WCA never hands the work to a shipping carrier. Its own trucks and technicians cover a radius of 300 to 400 miles, the same four-person crews and proven implementation model that have rolled out thousands of PCs across health networks and earned multi-decade relationships with some of New England's most respected teaching hospitals.

WCA and its model delivered again on a recent refresh for a Rhode Island health system: four hospitals, roughly 3,500 endpoints across nine buildings, moving off an incumbent platform onto Lenovo and AMD. WCA built the image and detailed rollout plan over two months of upfront work. Then it took the time to understand how each building wanted the work done rather than forcing one script on all of them.

When it came time to choose the platform, WCA put the options side by side, and Lenovo and AMD won on every front that mattered. AMD delivered real availability when other silicon was scarce. Lenovo delivered the exact configurations the system needed, including an integrated-LTE build for its failover network, at a price that beat the incumbent.

AMD × Lenovo

Care that a health system can feel.

Owning the whole transaction and doing whatever it takes come down to one thing: care. On this refresh, WCA finished ahead of schedule and under budget, working around clinical operations so no floor ever stopped for the technology.

The health system noticed. Having started by keeping the scope tight, it grew confident enough to hand WCA more of the work as the project progressed. The praise came from the clinical side too. Nurses wrote in about technicians who stayed late to make sure their stations were ready before they left. The measure of a healthcare refresh isn't just the hardware. It's whether care ever felt the change at all, and here it never did.

This is not a one-time performance. It is what owning the whole transaction is built to do, again and again, across every healthcare client WCA serves. The devices change, the buildings change, the deadline always returns. What holds steady is a partner who treats uptime as something a patient can feel, and makes the technology the one thing a clinician never has to think about.

AMD × Lenovo

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What comes next still runs on devices.

The next wave only raises the stakes. As AI moves out of the data center and onto the device itself, the fleet decision matters more, not less. Meeting it takes a partner who can execute at scale without disrupting care, and the devices to back them: WCA with Lenovo and AMD.

Whatever comes next, healthcare will still need a partner who does whatever it takes. WCA has spent 47 years proving it will.

> **"John Whalley did whatever it took to keep the lights on. We've never had a layoff, and we've never had a downturn"**
>
> — Dean Leclerc, CTO, Whalley Computer Associates

When healthcare needs IT care, WCA delivers. Start the conversation:

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