



Improving End User Experience with High-Value Field Support Services

CareTech helps a leading medical services provider to serve their end users faster.

Introduction

The client is a leading U.S.-based voluntary nonprofit teaching hospital and medical services provider with more than 100 years of experience in providing high-quality, state-of-the-art care through the latest technologies to bring advancements in the quality of healthcare.

Challenge

Faced with aging IT infrastructure, the client established a “cloud-first” technical strategy and sought a partner that could help accelerate their transformation. Unfortunately, they had more pressing challenges: their existing Field Support and Service Desk services provider was not meeting their needs. Gaps in services, inadequate asset management, and ongoing service dissatisfaction needed to be resolved first to maintain the confidence in their IT organization.

Switching to a new partner, particularly in highly visible end user services, poses a significant risk. Loss of knowledgeable resources and established working relationships with clinical areas, as well as poor turnover of technical information are the casualties of a change like this. Limited timeframe between contracts, pandemic-related travel restrictions,

and the need to show cost savings were further increasing the complexity and implementation risks.

Solution

To meet these challenges, CareTech proposed their standard, repeatable playbook for onboarding new customers to implement a 24/7/365 Clinical Service Desk. The proposal also included a full Level 1 Technical Services Desk with call queuing, adaptive workforce management, SLA reporting, and working with the client’s existing ITSM to minimize disruption. Integrated with the Service Desk was an on-site Field Support team that not only provided Level 2 ticket resolution, but also proactive rounding and “at the elbow” assistance, full lifecycle management of IT assets, and workstation engineering tasks. CareTech Field Support also took on the responsibility to improve the asset management process and data through its standard asset lifecycle process.

The Transition

Due to the tight timing requirements — 90 days from the contract to “go-live” — both the Service Desk implementation and staffing a local Field Support team on-site at the client’s facilities proceeded concurrently across both onshore and offshore delivery centers.

Results and Benefits

The successful implementation of these services in an aggressive timeline set the foundation for improved services with measurable customer satisfaction. It also positioned the client to take advantage of CareTech's industry best practices based on experience of providing healthcare IT services to organizations of similar size for 20+ years. CareTech's proprietary ServiceFocus™ ITSM simplifies custom dashboards and reporting with seamless integration into the client's tools for a comprehensive view of service delivery.

Conclusion

CareTech establishes strong, meaningful, and transparent partnerships with its customers to better support their cost savings goal while deploying appropriate technology aligned with their business requirements. Customers choose CareTech for:

- Cost-effective and well-integrated Service Desk solution combined with Field Support that features flexibility, single point accountability for these functions, and the benefits of a predictable IT budget for the proposed services.
- ITIL platform to facilitate functions such as problem resolution, incident management, change management, release management, self-serve abilities, reporting, and analytics.
- Knowledge base and best practices foundation.
- Delivery focused on exceeding end user expectations and Service Level Agreement metrics.
- Continued commitment to provide a world-class Service Desk and Field Support solution that improves the overall end user satisfaction for all staff including physicians and clinicians in order to optimize the patient experience.
- Optimize service delivery to reduce service costs using best practices in process improvements and automation, utilizing CareTech's Global Delivery Model.