



Smart and Integrated Service Desk Support for Patient Care Excellence

A leading healthcare delivery network achieves Service Desk end user support satisfaction rating of 95%+ with CareTech.

Introduction

The client is a leading U.S.-based not-for-profit healthcare delivery network providing high-quality care through three nationally accredited acute care hospitals.

Challenge

As the region's first, largest and only health system, the client has met the challenges of time since its founding in the early 1900s. Recently, these challenges included parts of their IT infrastructure that required retooling, modernization, and realignment with business objectives. Further, the various outsourcing vendors they had stitched together to support their IT operations were not driving the desired results.

Solution

CareTech offered a willingness to partner with the client to help provide a level of confidence in helping take back ownership of their IT infrastructure while also assuming some risk in the process. This appealed to the healthcare delivery network as it looked to continue providing great care to its patients and expand services to meet the community's needs.

CareTech proposed a full IT Outsourcing Agreement that included complete server, network, datacenter, and security

services, as well as a full-feature robust Service Desk. The proposal also included IT Service Management tools and reporting, integrated with proactive field support services focused on the satisfaction and efficiency of the clinical staff.

CareTech's three-phase approach

To achieve a shared vision of improvement and cost savings, CareTech proposed a three-phase approach:

Phase 1

Replacing existing outsource vendors while stabilizing the technical environment.

Phase 2

Addressing network upgrades, IT security improvements, as well as consolidating hosting services at CareTech's SSAE 16 SOC 2 data center.

Phase 3

Optimizing the IT environment and processes to provide exceptional end user satisfaction. Key to that satisfaction was the very visible Field Support and Service Desk, often the only interaction most healthcare employees have with the IT department.

The Transition

To successfully manage the transition to this new support model, CareTech began with a detailed analysis and identification of recommended options for migration that mitigated risks. Industry standard benchmarked SLAs for service delivery through Service Desk, desktop services, LAN/WAN, email, and data center operations were employed to establish the baseline of delivery performance. Finally, an extensive plan was established to optimize transition around terminating contracts to manage cost and minimize disruption.

Results and Benefits

Since partnering with CareTech Solutions, the client has been able to:

- Stabilize its environment, relocate their computing infrastructure to a SSAE 16 Type 2 Data Center, and establish a technology roadmap for the future.
- Achieve Service Desk end user support satisfaction rating of 95%+ with additional cost savings due to trending and preventive solutions to reduce overall ticket volume.

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's Service Desk 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 providing 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.