THE SERVICE DESK THAT BOOSTED END USER SATISFACTION

CASE STUDY

HTC GLOBAL SERVICES

A leading healthcare delivery system resolves 90% of issues on the first call and achieves end user satisfaction rating of 94%+ with HTC

Introduction

The client, one of the largest integrated healthcare delivery systems in the U.S., provides treatment and services to more than two million patients each year and has six acute care hospitals and hundreds of employed physician practices.

Challenge

For any healthcare facility, delivering prompt high-quality patient care at all times is a top priority. The increasing complexity of healthcare technology is making it even more difficult for in-house help desk teams to meet all technical support needs. The client deployed an in-house team to manage their Service Desk requests but later realized that the team fell short of delivering the expected level of support, promptly handling calls from clinical staff, and providing round-the-clock IT support.

To stay ahead of the competition and deliver uninterrupted patient care, the client realized that they needed to overcome the perception that using an outsourced Service Desk leads to a loss of operational control. Rather, it created an opportunity to eliminate the burden of maintaining a permanent staffing level to meet the peaks, but also the valleys, of support demand. They chose HTC as their outsourcing partner based on HTC's experience in deploying Service Desk solutions that met the desired support levels while also reducing and flexibly aligning cost to demand. Combining over 20 years of experience with a comprehensive ITSM system streamlined the support process with the metrics and satisfaction survey results to back it up.

Solution

HTC's team deployed the following capabilities to support the client's IT technical support requirements:

- Utilized a comprehensive ITSM tool suite capable of handling thousands of contacts per month
- Leveraged Shift-Left Methodology to implement self-help and self-service further lowering costs
- Increased the level of delivery beyond a traditional help desk to a true Service Desk through taking opportunities to educate users on how to avoid problems in the future or the way to more quickly answer their questions through self-help
- Tightly integrated with hospital change control to communicate potential maintenance downtime and more quickly respond to change-related incidents
- Utilized monthly metrics to identify trends or areas of improvement

Results and Benefits

By partnering with HTC, the client was able to:
Improve end user satisfaction and achieve 94%+ rating
Reduce average monthly contacts to 23
Reduce average monthly contacts to 23,100 from 29,950
Achieve a 23% reduction in Service Desk contacts
Gain cost savings of approx. $1M per year

Conclusion

HTC establishes strong, meaningful, and transparent partnerships with our customers to better support their cost savings goal while deploying appropriate technology aligned with their business requirements. Our customers choose HTC'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 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 HTC's Global Delivery Model.

In the past 12 months, an average of 94% of users rated the service as "Excellent" or "Very Good" and the metric was 91% for physicians.

The Client's System Director for Customer Relations