



Memorial Health Services

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CHALLENGE

- » Manage complex and dispersed IT infrastructure across different locations
- » Track assets in real time
- » Track help desk requests across six hospitals

BENEFITS

- » Improved workflow and SLA reporting
- » Improved employee and facility satisfaction of IT service and support
- » Real time identification of assets across sites
- » Ability to assign work orders to technicians at all sites
- » Ability to associate customer with the IT assets they use
- » Automatic asset discovery
- » Faster time to resolution



GEOGRAPHY
North America

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Healthcare

SOLUTIONS
BMC Track-It!

CENTRALIZING HELP DESK REQUESTS USING AN AUTOMATED SYSTEM

MHS relies on a myriad of computer-based technologies that house information that is critical to diagnosing and treating patients. For this reason it is imperative that the computer systems constantly work at full capacity, making IT operations a key factor in making sure the hospital runs smoothly.

To operate a vast network of six different hospitals and over 8,000 employees across Southern California, MHS realized that they lacked an efficient method of tracking and assigning help desk requests between hospitals. MHS needed a common solution that could establish both a reliable way of communicating help desk requests, and a system that could standardize and automate the method in which the hospitals tracked assets.

Historically, each of the six medical facilities was using its own Access databases to manually track IT assets. As a result, MHS found it challenging to manage assets across multiple locations without putting unnecessary strain on the IT department. The facilities struggled to effectively track and prioritize service requests and manage their increasing number of IT assets across all locations. MHS needed a way to track hospital hardware and software assets in real time, without inundating internal IT resources.

Given the complex and dispersed IT infrastructure, MHS employees also realized their need for a help desk solution that was flexible, scalable, efficient, and could maintain high

IT service levels for department employees, customers and facilities across all locations while ensuring that each facility remained HIPAA compliant.

AUTOMATIC SKILLS-BASED ROUTING AND THE ABILITY TO REMOTELY DIAGNOSE PROBLEMS

MHS needed a solution that could both accommodate the IT needs of the enterprise and all the hospitals within the MHS network to consolidate data across all locations for reporting reasons.

MHS reviewed a number of help desk solutions, including FrontRange HEAT and BMC Magic, before selecting the BMC Track-It! solution. MHS selected BMC Track-It! for its superior customization capabilities, ease of use, flexibility and automated workflow capabilities.

In 1999, MHS deployed the BMC Track-It! solution and had the system in full production within eight hours. MHS choose BMC Track-It to help deliver effective IT service to more than 8,000 employees and manage its IT infrastructure and assets, enabling the hospital to consolidate data and develop standard reports across all six hospitals. Each site has a full set of IT technicians (approximately 200 in total). All calls come into one (24x7) call center, and there are as many as twelve service desk agents in a centralized location who take all of the requests and assign them out to the IT technicians. Call Center staff use BMC Track-It! to prioritize each help desk request based on severity of the issue, which helps the technicians determine the order in which to address each end-user issue.

Furthermore, the technicians are kept up-to-date when changes and updates are made to an existing ticket. Although help desk requests are mainly generated through the phone, BMC Track-It! also allows customers to email their requests which automatically creates a BMC Track-It! Work order.

MHS service desk agents can now assign work orders to the appropriate technicians across all sites and gain control of the hospital assets through comprehensive auditing. Furthermore, with BMC Track-It!, management can now access comprehensive reports on IT support SLAs and activity across all sites.

“The BMC Track-It! solution was far superior to the other products we considered,” stated Terolyn Phinsee, Project Manager, Memorial Health Services. “The product’s ease-of-use and customization were key drivers for us, and as soon as we implemented the product, we immediately realized the benefits of having a standardized and automated solution across all locations.”

Another important function of BMC Track-It! is the

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solution's ability to document HIPAA security compliance incidents incurred by MHS customers. Such incidents are documented as work orders, using "HIPAA" as the work order type and "Security Incident" as the sub-type, with one of the following categories: Confidentiality, Integrity, Hacking or Theft to adhere to HIPAA Administrative Safeguard Section: 164.308(a)(6)(i).

The tracking of this data in BMC Track-It! provides a central repository of IT HIPAA security incidents for any given timeframe. Additionally, the BMC Track-It! work order allows MHS to track:

- Who placed the call
- Details of the HIPAA "Security Incident"
- How the incident was resolved
- Whether the incident was escalated to their CCO, CIO, general counsel or outside authorities

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MHS further extended its help desk with the BMC

Remote add-on module which provides the company with a centralized system to support customer problems. Once a ticket is created within BMC Track-It!, MHS help desk technicians can remotely diagnose and solve customer problems and pull up all assets associated with a particular end-user in seconds. This created significant cost and time savings by eliminating the need for unnecessary and expensive onsite visits to help resolve issues.

96% SATISFACTION RATING FOR RESPONSE TIME

Since implementing BMC Track-It!, MHS has drastically improved IT service and support for its 6 facilities and 8,000 employees. "Prior to BMC Track-It! we had no way of determining the number of assets we had and spent an exorbitant amount of time gathering information and manually entering it into a database," explained Phinsee. "Since implementing BMC Track- It!, we have definitely seen an increase in work efficiency and problem resolution, and our agents oftentimes do not have to go offsite to diagnose and resolve issues."

The department has also improved agent workflow, which allows IT problems and support requests to be solved much faster and more efficiently. Now, when an IT infrastructure issue or an employee support request is submitted within BMC Track-It!, agents can often point and click to track and manage the help desk request, decreasing the time it takes to resolve the problem. In addition, MHS has benefited from improved reporting and can now recognize what incidents have been resolved, how quickly they are being resolved, what issues were left unresolved, and more. These metrics are vital to continuously improving service levels and tracking agent performance.

"Each year we survey our customers to ensure they are satisfied with the level of customer service we provide. Since our adoption of BMC Track- It!, we have noticed an increase in customer satisfaction with an overall score of 95 percent for quick to respond to issues," explained Phinsee.

MHS has been so impressed with BMC Track-It! that the company is planning to upgrade to the latest version for the second time since its original implementation. "We like to upgrade to each version of BMC Track-It! in order to use the system to its extreme to ensure that we maintain the high level of service continuity that our customers and patients deserve," concluded Phinsee.

ABOUT MEMORIAL HEALTH SERVICES

Memorial Health Services (MHS), founded in 1907, is one of Southern California's leading health care networks consisting of six medical facilities. The facilities offer a full spectrum of medical services, including rehabilitation, diagnostic/radiology and emergency services.

MHS serves hospitals in the Los Angeles and Orange County area and is nationally recognized for being a not-for-profit organization. The facility has gained widespread recognition for its unique approach to health care and has also been the recipient of many prestigious industry awards.

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