

Delivering Expert End-User Support

1Path Healthcare Case Study

► FIRST-CALL RESOLUTION

Reduce the overall burden on your Internal IT staff

ENHANCED END-USER EXPERIENCE

Answer their calls and resolve their problems faster

LINE-OF-BUSINESS APPLICATION SUPPORT

Why you need someone who understands your industry



1PATH

→ The Problem



This client was experiencing a high volume of calls to its internal service desk. A large percentage of the calls were related to password resets, login errors, printing issues, and specific healthcare applications used within the hospital.

Although relatively simple in nature, the volume of calls was taking a large amount of internal staff time, time that could be better spent on implementing new systems and enhancing current ones. Hiring, training, and retaining talent to staff the service desk was also becoming a huge challenge.



→ The Solution



This client engaged 1Path, a leading mid-market managed services provider, to provide service desk support for its hospital operations. 1Path provides service desk support to over 100 clients across multiple industries but realized that healthcare has applications such as electronic health records (EHRs) that presented specific challenges. Splitting calls to the service desk between technology and application issues would be inefficient and confusing to end users.

In order to provide true and comprehensive first-call support, 1Path initiated a standard process to onboard its service desk resources to the major EHR and other applications in use at the hospital. This process included the following:

- Performing an inventory of the environment to be supported, such as number of users, workstations, printers, network setup, and applications.
- Implementing a train-the-trainer approach where the client's desktop team educated the 1Path technical team leaders on specific applications operations and support processes (e.g., access issues and password resets).
- Gathering a list of the top 10-20 typical service desk issues and using these for 1Path service desk staff education and practice.
- Creating standard escalation procedures to the application support teams and EHR vendors.
- Creating standard monthly reports that included call volumes across issues resolved and issues escalated, and analyzing the data to identify opportunities to further reduce calls to the internal IT team and enhance first-call resolution.

SUPPORT FOR AN OVERWHELMED SERVICE DESK

A Northeast US community hospital committed to providing a best-in-class patient experience with over 2,000 employees, 5,000 annual admissions, and 30,000 annual Emergency Department visits wanted to improve their service desk operations while freeing up internal scarce IT resources.

Hospitals and healthcare organizations need HIPAA-compliant resources who will react quickly and professionally to support requests. 1Path's Service Desk provides a competitive advantage, with healthcare-experienced staff supported by a dedicated local Client Experience team.

→ The Results



Since taking over service desk, calls are answered in under 60-seconds regardless of the time of day. And now, 65% of their issues are being solved on these initial calls. As for the remainder, details are collected, and initial troubleshooting is done to set the hospital's Tier-2 support team up for a quicker resolution. 1Path created a knowledgebase of support tickets to drive improved first-call resolution. It also surveys end-users after each call, measures the quality received, and has maintained an average positive customer response rate of 93% or greater.

