



IT Help Desk Wows End Users with Service Catalog



Hospital Improved Service Delivery and User Satisfaction Across the Organization

BOSS Support Central

An on-premise ITIL Service Desk with an award winning Interface that simplifies IT Service Management

Benefit Summary:

- Service Catalog enables employees to easily enter requests and a drag & drop interface for administrators
- Comprehensive Incident Management produces significant savings in labor cost
- Total visibility and control to manage all types of assets across the service lifecycle

Customer Quote:

"The workforce was super impressed with the ease with which they could enter and track issues."

Willard Fosberry - Director of IT Infrastructure at Beaufort Memorial

Customer

Beaufort Memorial, a not-for-profit hospital founded in 1944 is an acute care hospital, a regional referral center and the largest medical facility between Savannah, GA and Charleston SC. The Hospital has a 200 Bed Acute Care Facility Specializing in Orthopedic Surgery, a Large, active Emergency Room seeing 54,000 visits a year and 1,400 Employees spread across the main hospital campus and 13 satellite clinics.

Challenge

Earlier the hospital work force had to enter work orders into two different applications, one for IT services and other system for plant services which required too many clicks and was a huge cause of user dissatisfaction. The new hospital leadership wanted to create a solution that would improve service delivery and user satisfaction for departments across the organization.

Solution

The BOSS Support Central solution used for IT Help Desk was upgraded to provide a Service Catalog and ticket management solution for the entire organization. In a very short period of time and to the delight of the users and management, the new BOSS Support Central could be used to provide a wide range of services for departments including Plant Services, Bio Medical, Nursing, Pharmacy, Security, and HR.



BOSS Support Central Features

TICKET MANAGEMENT



Comprehensive solution for managing the lifecycle of Help Desk tickets

PROBLEM MANAGEMENT



Find the root causes and prevent problems from impacting business

ASSET MANAGEMENT



Total visibility and control to manage all types of assets across the service lifecycle

SERVICE CATALOG



Easy for users to enter requests and for admins to customize

DASHBOARD & REPORTS



Comprehensive reporting capability that enables effective service management.

SELF SERVICE PORTAL



Provides easy access for users to report incidents and request

MOBILE APPS



Technicians can update their work orders and track assets remotely

CONFIGURATION & TOOLS



Interface and tools that can provision & manage the IT environment

Results

It became apparent that BOSS Support Central Service Catalog combined with the automation provided by the routing engine could address all the service requirements of the various departments at the hospital. To mention a few:

- One application, published on the Beaufort Hospital web page, provides a “one stop shop” for all work requests.
- A new graphical interface that allows users to quickly browse and use the interface.
- Took far fewer clicks to get a ticket submitted.
- The new Service Catalog was able to provide service solution options for many departments including Plant Services, Bio Medical, Nursing, Pharmacy, Security, and HR.
- Better tracking and a shared visibility into the work order life cycle.

The deployment of the new BOSS Support Central received instant positive feedback from the management team and the workforce was super impressed with the ease with which they could enter and track issues.

Future Goals

- Take advantage of the BOSS Support Central Asset Management capability to track assets
- Incorporate Preventative Maintenance and other scheduled services into the system
- Take advantage of the BOSS Support Central Mobile application to be used as a mobile work order tool.

A webinar recording of the implementation can be accessed at

www.boss-solutions.com/resources



For more information visit:

www.boss-solutions.com