



BOSS helps Grady focus on what they do best - helping people

Product Selected:

BOSS Support Central
Service Management On-Premise
Solution within Your Firewall

Benefit Summary:

- Improved Service Desk efficiency
- Consolidated products
- Lowered ITSM solution costs
- ITIL Reporting
- License Management
- EPIC Project Reporting

Customer Quote:

"We were looking for a vendor to partner with, who was committed to taking care of their product and making sure it was working the way we wanted it to, BOSS did exactly that"

Sean Jablonski, Technical Support Manager at Grady



Customer

Grady Health System in Atlanta, GA is one of the nation's leading facilities for trauma care and emergency services. Grady has grown considerably from its original three story, 110-bed facility. It now stands as one of the largest health systems in the United States. Grady Health System has 5000+ IT Assets and over 10,000 users who are primarily doctors, nurses, health care technicians, assistants and trainees.



Challenge

Grady needed a system to manage their IT assets, for license management, software version controls, remote control and much more. Their goal was to replace multiple tools they were using for asset management with a simple easy to use flexible solution. They also needed to move away from the wearying mainframe service desk to a more user friendly one so that their 10,000+ users could easily manage requests and incidents related to their day to day operations.



Solution

In order to accomplish its mission to provide quick and efficient service, the Grady IT team adopted BOSS Support Central for its Asset Management and Service Desk requirements. Support Central had everything Grady needed to manage all assets and has eliminated the need for multiple product sets.



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

CONFIGURATION & TOOLS



Interface and tools that can provision & manage the IT environment.

Requirements:

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Results

- Grady found BOSS Support Central to be “very easy and flexible for modifications and customizing”. Ease of use was one of the winning factors in choosing the solution.
- The Management console of the product enabled Grady to resolve the majority of our requests without having to go on site.
- Grady became so familiar with BOSS Support Central that they have extended its use for other functions including Project Management, reporting from EPIC, and inventory management of non IT devices.
- The BOSS team provided outstanding support and addressed Grady needs very quickly and efficiently.

BOSS Support Central Capabilities and Benefits

Customizable Templates & Forms

Track Issues & Requests

Customizable Web Portal



Hardware/ Software Inventory

Customize Asset Types & Fields

Warranty & Purchase

Deploy Apps Remotely

For more information visit:

www.boss-solutions.com