



IT Help Desk at AtlantiCare Regional Medical Center Gets “Booster Shot” from ISS Solutions



SNAPSHOT

Company: AtlantiCare Regional Medical Center (ARMC)

Headquarters: Atlantic City, NJ

Business: hospital services, surgery, trauma center, laboratory, diagnostic services, and behavioral health.

OVERVIEW

Challenge:

Cost-effectively outsource information technology help desk operations to a leading service provider who understands the diversity and challenges associated with a healthcare enterprise.

Solution:

Outsource to ISS Solutions, a technology life cycle management company with a strong healthcare pedigree.

Benefits:

- Cost-effective call management 24 x 7 x 365
- Improved service as 98% of calls are answered in less than 90 seconds
- Faster issue resolution as over 50% of Level 1 issues are resolved on the first call
- Detailed executive briefings
- Improved employee morale

ARMC requires 24-hour help desk support for employees with diverse IT needs—everything from physicians reviewing patient records to administrators charged with keeping medical information accurate, current, and private.

ARMC has approximately 5000 users served by its help desk. Residents and visitors in Southern New Jersey are treated at the ARMC hospital in Atlantic City, the teaching hospital on the campus of Richard Stockton College, or at one of the satellite centers throughout Ocean County. ARMC is known for excellence in heart disease treatment, joint disease repair and treatment, and its center for surgical weight loss and wellness. It is home to the region’s only state-designated Level II trauma center.

Nicholas Van Duyne, Director of Software Development, studied the needs of the help desk a few years ago and asked five vendors for proposals. He wanted to improve the speed in which calls were answered and increase the percentage of calls resolved immediately. “During the first few months we worked together, we found ISS Solutions employees at all levels were willing to react to our needs and to accommodate us. They saw what we needed and implemented it immediately.”

Cost-effectively manage calls 24 x 7 x 365

ARMC hospital personnel vigilantly care for sick and recovering patients 24 hours a day, weekends and holidays included. Basic services must be available to hospital staff to carry on their duties including electricity, water, heating and cooling. Just as hospital staff would expect prompt emergency response from their electric company, they also need quick response from their IT help desk. Computers, networks, and programmed medical equipment need to be up and running as they are vital to patient care—just like electricity.

How does one cover a help desk during all hours with a limited budget? Mr. Van Duyne answers: “Since call centers generally have a shared pool of resources to ensure coverage in a cost-effective manner, we cover vacation and sick time through ISS Solutions using a cost per call pricing arrangement.”

Improved service

Over 98% of calls from ARMC are answered in 90 seconds at the ISS Solutions contact center in Langhorne, Pennsylvania according to Ed Butler, ISS Solutions Senior Director, IT and Contact Center Services. “Abandon rates are lower than current industry averages and the length of calls is well within ARMC requirements.”

ARMC employees know that when they call the help desk, their call will be answered promptly and professionally.

Faster issue resolution

ISS Solutions has been able to resolve over 50% of all Level 1 issues during the first contact with the user. Mr. Butler explains: "With each call, we solve the user's problem by resetting passwords, redirecting printers, and other first level triage. If we cannot resolve the issue, we transfer them to the appropriate person before hanging up. In all cases, we report each call in ARMC's tracking system."

Resolution rates are an important metric. When high resolution rates are achieved, the time needed for internal ARMC resources to follow up on issues is low. Currently, the ISS Solutions help desk is performing above the agreed upon SLA (service level agreement), and the trends show resolution rates are increasing.



"In the healthcare environment, you must know the people who you work with are going to be flexible and reactive and change as the environment changes."

—Dan Morreale, CEO of InfoShare/AtlantiCare Information Technology

Detailed executive reports and briefings

Through its partnership with ISS Solutions, ARMC gained access to telephony technologies that generate detailed managerial reports. Use of the ISS Solutions VOIP (voice over IP) system "upgraded" ARMC without adding any additional hardware or software within the hospital system. ARMC now has access to technology features such as skill-based routing, emergency front end messaging, and call recording capabilities.

Using this modern technology, ISS Solutions performs all designated reporting and monitoring of the call volume for ARMC. ISS Solutions managers meet with ARMC monthly to review these performance reports and to ensure customer satisfaction.

Improved employee morale

Now that the majority of issues are resolved by the ISS Solutions call center, ARMC employees who used to answer calls are now dedicated to on-site services and other important tasks. Nick Van Duyne says, "Our help desk analysts were also responsible for account creation and a couple other ancillary duties, and it was difficult for them to focus on the job they were doing."

Meanwhile, the ARMC employees supported by the help and network issues. They know that technical support requires only a simple phone conversation with a person who can competently deliver a solution. Mr. Van Duyne explains, "The overall experience is just a lot better because employees are able to work, they have faster resolution to their issue, and they're able to be more productive and not internalize the frustration of being unable to complete a task."