

HEXAWARE

Streamlining IT Support for a Healthcare Company

How a Top Healthcare Provider Achieved a 45%
Reduction in Call Volume and 99% User Satisfaction

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a top global healthcare company renowned for its commitment to addressing the evolving needs of patients worldwide. This healthcare provider offers innovative solutions and services designed to support healthcare professionals in their mission of improving patient care and delivering outstanding medical services.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client was facing a series of complex IT support challenges that were impacting its operational efficiency and user satisfaction. The primary concerns included:

- **High Volume of Inbound Calls and Service Requests:** The number of incoming calls and service requests was extraordinarily high and overwhelmed the support team, leading to delays and inefficiencies.
- **Delays in Onboarding New Employees:** The onboarding of new employees and deployment of necessary equipment were slow, affecting productivity.
- **Inefficient Hardware Lifecycle Management:** Managing the life cycle of hardware assets was cumbersome, causing delays in deployment and maintenance.
- **Coordination Issues:** There were significant coordination challenges between various support teams and departments, leading to communication breakdowns and slower response times.



Solution

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Hexaware built and implemented a comprehensive and multi-faceted healthcare IT support solution to address these challenges. The approach included:

Service Desk Support: Delivered from Chesapeake, VA, with Level 0 support provided via the ServiceNow portal. This centralized support system ensured that all incidents, service requests, and access requests were handled efficiently.

Hardware Support: Managed from Duluth, Georgia, this included advanced exchange iDevice replacement and a 24-hour turnaround for laptop replacements, ensuring minimal downtime for users.

On-site and Virtual Support: Provided for national and regional sales meetings and training events, ensuring that all IT needs were met seamlessly during these critical times.

Asset Lifecycle Management: A cradle-to-grave approach was adopted for managing all field hardware assets, ensuring efficient handling and tracking.

Dedicated Teams: A semi-dedicated account team and an on-site project manager were embedded with the client team to ensure seamless coordination, communication, and speed of response.



Benefits

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The implementation of these solutions resulted in substantial benefits and savings for the client:

45% Reduction in Call Volume: Through ecosystem simplification, an improved hardware build process, and a better new user onboarding experience, the baseline inbound call volume was reduced by 45%. This also led to a 27% decrease in Service Desk fees.

Faster Equipment Deployment: The timeline for shipping new hire equipment was reduced from 15 business days to less than 3 business days, thanks to effective collaboration across all workstreams.

High First Contact Resolution (FCR): 93% of issues were resolved at the first point of contact, significantly enhancing user satisfaction.

Extensive Knowledge Base: The support system included over 100 active knowledge articles and supported 100+ applications and websites.

High User Satisfaction: With over 4,500 users and 2,500 devices built, configured, and deployed annually, the end-user satisfaction rate reached an outstanding 99%.



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Hexaware’s comprehensive healthcare IT support services provided to this top global healthcare company not only streamlined its operations but also significantly enhanced user satisfaction and reduced operational costs. By addressing the core challenges and implementing efficient support systems, the company achieved remarkable improvements in its IT support services, ultimately contributing to its mission of delivering exceptional healthcare solutions worldwide.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

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