

# Medical Hospital Client

## *Industry*

Health Care/Education

## *Challenge*

A major teaching hospital near central Virginia sought to engage a vendor partner to provide a cost effective, comprehensive maintenance solution to its install base of 9000 devices throughout the client's campus and remote sites. This client experiences approximately 29,000 admissions and 700,000 outpatient and emergency room visits annually. The requirements included providing support to a multi-vendor, multi product environment on an around-the-clock basis while working closely with the client's helpdesk and LAN group personnel to insure maximum up time and minimal user workflow interruptions. Services include remedial maintenance on hardware, software, and installed applications; installations, moves, adds and changes; warranty facilitation; project assistance; on-site spare parts and loaner units. Requirements included overall outstanding customer satisfaction while meeting or exceeding Service Level Agreements.

## *Solution*

NTS provided an alternate response to the request through our due diligence and discovery processes. We did not merely want to place individuals to perform remedial tasks. Our solution included a combination of complimentary elements – Project Management, dedicated on-site maintenance staff, IMAC and Disposal services, professional technical support and customer incentives. Our philosophy was to create synergy among the client and NTS support staffs to not only fix the problem, but fix the client as well. We created cross-training seminars to increase the knowledge of the each of our staffs. The client staff provided initial training on the vast array of applications in use and the NTS staff provided technical training on vendor specific hardware and software platforms. The combined staffs are expected to handle a call whether it is an IMAC, Desk side support or Break/Fix request, eliminating the need to re-dispatch a call while creating a sense of problem ownership within the combined organizations.

We worked closely with the client and were able to create a transition and implementation plan with milestones and specific target dates. Site visits, regular meetings, open and constructive dialog helped in customizing our existing procedures to meet the current and future requirements and streamline the entire service delivery process.

## *Benefits*

The client has been enjoying a significant decrease in the number of unsatisfied users and complaints that at the time of transition were numbering in the double digits per day, and are nearly non-existent today.

NTS implemented process improvements to help document devices with abnormal failure rates and a policy of not repairing equipment that is at end-of-life and should be replaced. Our team utilizes the Orion Blue book to help determine the feasibility of repair of a particular device. In addition to obvious cost savings, this policy helps keep current technology on the users desktop.

Employee development has increased significantly for client personnel through our creation of a self-funding training reserve. Training is funded by a portion of warranty reimbursement NTS receives for performing vendor repairs for the client. This has lead to the development of

numerous NTS and client personnel receiving promotions in our respective organizations and the occasion to promote from within to other strategic areas which has lead to very high departmental morale.

Out of scope charges have been nearly eliminated due to our on-site dedicated staff that can perform ad hoc requests without the need to re-dispatch calls to another vendor or portion of the organization. Special projects can be planned and arranged around the team's daily schedule without interrupting our remedial maintenance efforts by using secondary shift coverage.