

# Building Resilient Healthcare IT with Integrated Service Delivery and ITSM Solutions

Industry: Public Sector - Healthcare  
Size & Revenue: 1000+ employees



## Business Problem

*Following a demerger, our client urgently needed a vendor for End User Managed Services. Challenges included lack of automation and predictive healing, vulnerable operations, and non-integrated ITSM tools. Internal and customer experiences suffered, prompting efforts to reduce TCO, stabilize operations, and streamline efficiencies for a cohesive operational framework.*

## How Intertec Helped

Intertec implemented a comprehensive and integrated Service Delivery Model, underpinned by robust automation. The model incorporated self-service, self-healing, and automated remediation capabilities, fostering efficiency and resilience within the operational framework. The transition of services was meticulously managed, leveraging Intertec's wealth of experience and building upon the established ITSM foundation. Intertec's forward-looking Digital Workplace operations vision took the center stage, promising state-of-the-art, highly skilled IT ServiceDesk equipped with Enghouse call centre solution offering a faster response to the users.

At the same time, an effective field support team delivered improved support experience to users. The client was also equipped with Ivanti ITSM & ITAM for reliable tracking of SLAs of different application support teams and for managing the lifecycle of its critical IT assets. To ensure a seamless and phased approach, a structured model for Infrastructure Managed Services was also implemented, aligning with the broader strategy of stabilization and enhancement.

## Business Outcomes Delivered

The solutions that were delivered, together with Intertec's compliance to its advanced processes and effective monitoring, enabled the client to attain higher support standards. Some of the main factors that contributed to the achievement are:

- 200% user count managed over the last 13 years with only 25% IT cost increase.
- Increased SLA accomplishments above 98%.
- UEM Customer Satisfaction Index (CSI) improved to 95%+.
- Average First Call Resolutions(FCR) were raised above 70%.
- Average same-day resolutions in L2 support were boosted over 50%.
- Cut down average email response time by 50%.