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Customer Story: Healthcare Organization Tackles IT Challenges

One of the largest healthcare organizations in the Southeast US has been adapting and finding new ways to provide technical relief to their staff.

The Story:

Help desk phones are ringing. The inbox is filling up with requests and incidents. No one is 100% sure if someone has actually been helped or not and work is being duplicated because of it. The stress on the help desk is a real concern – especially in healthcare organizations where nurses, doctors, and support staff are working as quickly as they can to deliver the best experience to their patients.

The Solution:

One solution recently implemented is the usage of a self-service portal. This means employees can have access to a centralized portal where they can easily make requests, submit tickets, and track progress. No longer is a phone call going unanswered or an email being sent into a black hole. When everything can be tracked in one location, no longer do requests or services fall through the cracks.

The Benefit:

Centralizing and streamlining an organization that consists of over 30,000 employees, all with various roles and responsibilities. Since employees are able to access their own portal without having to contact a help desk, they were able to easily track 190,000 tickets and 40,000 incidents in 2021.

Changing how you do things within a large organization can be tricky, though. Many businesses find themselves in survival mode to quickly address issues as they appear. It's hard to play offense when it seems like fire drills are constant. Kinetic Data gives organizations plenty of flexibility to address these concerns.

By simply creating this self-service portal, our client has already relieved much of the pressure on the IT staff. Due to the workflows that can be created within Kinetic, a ticket or incident can quickly be processed and sent to the correct person or team every time. The days of emailing a generic support email and hoping it eventually ends up in the right hands are now over. Contact Kinetic Data and see what we can do for you.

Public Sector Customers & Partners

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