

Health System Outsources Level 1 Help Desk Support

Outsourced Level 1 Help Desk Allows Health System to Focus on Key Strategic Initiatives

Ardent Health Services selected CereCore to manage their Level 1 Help Desk, a collaborative effort that enabled Ardent to expand its capability to address key strategic initiatives. CereCore support services managed all Level 1 incidents, providing visibility to performance metrics, lowering call wait times and abandonment rates and identifying opportunities for growth. Additionally, increased productivity levels from this partnership allowed Ardent to meet project demands while benefiting from a 24/7 support team that is entirely U.S.-based and healthcare-focused.



The Client

Ardent Health



The Facility

- Health system
- 30 Hospitals
- 4,395 Licensed Beds
- 25,000 Employees



The Location

Nashville, TN (headquarters)

Idaho

Kansas

New Jersey

New Mexico

Oklahoma

Texas

The Challenge

Ardent Health Services wanted to improve their internal help desk's speed-to-answer and first call resolution metrics. Receiving an estimated 12,000 incidents a month, Ardent needed additional resources to manage high call volumes and provide incident resolutions to the 8,500 employees across more than 16 hospitals and related entities in their New Mexico, Oklahoma and Texas divisions. In order to dedicate the necessary IT resources for their upcoming Epic implementation, and meet future strategic initiatives, they would have had to double their internal staff and significantly increase their overall operating costs to meet help desk demand.

Ardent was looking for a partner that could balance their needs and budget requirements, while meeting or exceeding the level of service they wanted. This project required 15 resources to serve as the initial point of contact and manage Level 1 to Level 1.5 support requests, such as basic network and desktop troubleshooting, assistance with desktop applications and password resets. It was important to Ardent that they partner with an organization that aligned with their operating philosophy and was healthcare-centric. Having previously partnered with CereCore for set duration agreements for Level 2 Support for their legacy applications, a foundation of trust had been established and Ardent knew that CereCore could handle the task at hand. By outsourcing support services to CereCore, Ardent could eliminate the challenge of competing priorities and benefit from a shared-service support model that fit into their budget.



How We Helped

CereCore allocated clinical and technology experts to manage Ardent's Level 1 Help Desk support services. CereCore was responsible for the first call from care providers and field team members, resolving and triaging incidents according to established categories and priorities that aligned to healthcare needs. CereCore also provided incident lifecycle management by creating the initial entry of incidents utilizing ServiceNow where the status of all incidents and updates were recorded and available to Ardent.

- Impactful Customer Service and Support.** Physician and staff satisfaction has been a priority throughout this partnership. CereCore delivers 24-hour support and access to resources with clinical backgrounds who understand the daily challenges physicians and administrators experience. CereCore support provides a broad basic knowledge set as well as subject matter expertise to correctly capture incident detail and appropriately triage each submission.
- Standardized Approach.** The incident management process established by CereCore is based upon ITIL standards with a primary goal of restoring normal service operations and minimizing adverse impact on business operations. ITIL provides a framework of information technology operational best practices which focus on repeatable and verifiable IT processes. CereCore leverages Knowledge Center Support "KCS" methodology to ensure support documentation is relevant and shared.
- Quality Assurance.** All incident details and communications are tracked and are available via the client portal. The Level 1 Support Services team recently accepted the HDI Team Certified Pinnacle of Excellence award. This award is reserved for teams that have achieved 100% HDI certification and celebrates their commitment to excellent customer service. The CereCore Level 1 team members have made the investment to maintain a common language and set of industry best practices through the HDI certification program in order to create a solid foundation and consistency in their support interactions.
- Innovative Leadership and Support Methodologies.** CereCore creates leadership roles within the support team that encourages each member to take ownership and responsibility for the success of the team as a whole. CereCore's unique methodology and team leadership includes roles such as the Client Lead, Analyst on Duty (AOD) and Prefect that either train, audit support calls or identify areas of improvement among team members. All managers on the CereCore Level 1 support team have clinical backgrounds and are able to provide unique insight and faster resolutions for end-users, resulting in overall improvement in physician and patient satisfaction.



The Results

Ardent successfully transitioned Level 1 Help Desk support services to CereCore within 60 days, resulting in 24/7 issue resolution, real-time data, visibility to Incident submission and progress, optimized workflows and lower operating costs. Additionally, CereCore successfully engaged and accounted for a 40% increase in ticket submissions during Ardent's Epic go-live events and manage additional volumes resulting from Ardent's merger and acquisition activity. Backed by operator experience, the CereCore team was able to resolve incidents with 99.9% accuracy leveraging the partnership and appropriately triaging ticket assignments. By capturing and recording all incident details, Ardent can measure key performance metrics such as average speed-to-answer, calls answered and call abandonment. Utilizing this data, Ardent leadership was able to proactively address areas of improvement throughout the organization.

Because this partnership is built on collaboration and trust, CereCore and Ardent continue to look for opportunities to leverage CereCore's healthcare operator expertise to enhance their customers' experience. In addition to Level 1 Support, CereCore is also providing Epic Portal support for their patients who are served by Ardent's facilities.

Ardent receives excellent service and are expanding our footprint with CereCore. The management coordination has been excellent. Their willingness to sit down and talk through issues, rather than point to policies and procedures, is key to not only smooth transition but smooth ongoing operations. And CereCore has accomplished that.

LARRY SCHUNDER
Chief Technology Officer
Ardent Health

KEY BENEFITS

- Additional resources to respond quickly to critical requests for assistance**
- Support after hours**
- Visibility to key performance metrics for their local help desk**
- Gain deep subject matter expertise across multiple disciplines**
- Consistent issue submission and resolution**
- High levels of employee satisfaction**
- Leveraging the KCS to capture the collective experience of solving problems and making it reusable, and evolving it to reflect organizational-level knowledge**



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