



 nuware

Managed Services

Modernizing Infrastructure and Process
Efficiency for Healthcare

Key Highlights

- **Successfully establishing a robust and proactive infrastructure setup**
- **Simplifying current processes for all end users**
- **Building a system geared towards ensuring customer delight**

Healthcare is one of the most intense and stressful environments where a lag of even a few minutes can have a huge impact. It is for this very reason that healthcare is considered one of the sectors where technology can make the most marked difference. Hospitals and healthcare institutions across the globe rely on a strong and stable infrastructure to serve millions of patients who put their trust in the care they provide.

It is why when a leading patient care company with over 20 years in the healthcare business managing millions of patients in post-acute care came to us for upgrading their existing infrastructure setup, we knew we had a challenging but rewarding task at hand.

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Challenge

The customer was looking for a technology provider that could provide monitoring support services for daily technology support, and improve overall efficiency for their existing infrastructure setup.



Solution

A cohesive infrastructure setup that built on top of the existing technology in a way that optimized and improved the efficiency levels.



Impact

A dedicated team of help desk professionals offering round the clock support with 99% first-call resolution.

Challenge

The advancement of technology has contributed to the increase in popularity for post-acute care in recent years. Improved infrastructure and faster communication have made it possible for patients, especially the elderly, to have the comfort of healing in the comfort of their own home. This has also helped hospitals as it ensures that patients can be safely moved out of their premises without compromising on quality and timely care.

With over 26 million members in over 8000 locations, the customer relied heavily on technology to ensure that recovering patients that are away from the comfort of a hospital get the care and support they need.

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First-Call Resolution for Helpdesk

99%

SLA Management and Issue Resolution for NOC

100%

Infrastructure Management for

26 million

Members across 8,000 Provider Locations

NuSolution

The first part of our task was to evaluate the existing infrastructure setup in order to gauge how they were handling tasks across their multiple service offerings. Since the customer offered a range of patient care services across multiple locations it was important to establish a proactive network that was capable of responding to care requests in the most efficient manner. The solution was a cohesive infrastructure setup that built on top of the existing technology in a way that optimized and improved the efficiency levels.

The key functionalities of the offering included:

- We identified and set up a team that could continuously monitor the production environment 24/7.
- Streamline the overall resolution process by taking ownership of all SLAs
- Auditing the existing infrastructure environment to apply best practices that help optimize the existing network

Impact

Successfully establishing a robust and proactive infrastructure setup

Establishing an infrastructure setup that was proactive rather than reactive helped in strengthening the network making it capable to take on any challenge. The dedicated team works round the clock 365 days a year, answering over 2500 calls per month with envious SLAs – including 99% calls answered within 12 seconds, with 99% first call resolution, producing delightful customer experience.

Simplifying current processes for all end users

The rehaul also involved a clean up of the existing network and applications to make it easier to operate across the board. This was useful in handing the users greater control over the overall network without excessive reliance or dependence on technical staff.

Building a system geared towards ensuring customer delight

The enhanced customer satisfaction levels as a result of faster, more accurate resolution that continues to become more efficient with time is a testimony to our commitment towards constantly generating value for our customers. We believe in building lasting partnerships with our customers that increasingly create process efficiencies, reduce their support cost, and provide quicker return on investment.