



## ▶ Health First Gains Competitive Advantage and Higher Customer Satisfaction with Emtec Partnership

### Information Technology (IT) and Healthcare: A Growing Partnership

As today's healthcare organizations struggle to achieve regulatory compliance and improve customer service, the demand for responsive, superior IT services has never been greater. From managing medical records to maintaining HIPAA compliance, this is a critical time for IT departments to meet and anticipate the ever-changing needs of healthcare system customers.

Many healthcare IT departments rely on the out-of-the-box functionality of BMC's Remedy® IT Service Management Suite to provide solid solutions to their organizations' issues. However, even the best applications can fall short if they are not properly integrated and customized.

To unleash the potential of its Remedy applications and extend fast, accurate IT support to its entire customer base, one regional healthcare organization sought the experience and knowledge of Emtec (EMS):\*

### Who is Health First, Inc.?

Health First, Inc., is a leading healthcare provider in Brevard County, Florida. Health First manages a network of hospitals, administrative offices, and outpatient centers, along with a large medical group and a host of other facilities and services.

Health First's IT department provides services and support to more than 7,500 customers, including employees, physicians, and a variety of other medical staff. There are approximately 4,000 workstations on the Health First network.

\*Emtec acquired certain assets of EMS in May 2009.

### The IT Challenge: Providing 24/7 Support in a Critical Environment

Jose Lanza, supervisor of support and operations for Health First's IT department, faced the daily challenges of providing timely support to his customer base.

An unstable platform, complex processes, and an outdated, out-of-the-box version of Remedy Help Desk proved a challenge for this growing healthcare organization. Slow and inefficient IT service meant that Health First employees could not service patients, physicians, and partners. HIPAA compliance further complicated matters as changes to any system cause inherent instability.

With mandates to increase productivity, save time, and provide superior customer satisfaction, the Health First support team needed an easy-to-use, integrated system that would provide them with the necessary tools to support customers.

### Enter Emtec

Health First lacked the expertise and technical knowhow to properly integrate out-of-the-box Remedy Help Desk software to receive maximum benefit and ROI.

In response, Health First sought an integration partner with long-term viability and the desire to understand its complex business processes. Health First selected Emtec, a leading Remedy systems integrator and managed service provider.

Emtec began the partnership in 2001 by deploying a team of professional consultants to analyze Health First's business processes.

Emtec enables clients to achieve success through a business-focused process and technology strategy. This approach, guided by the principles of BMC Software's Business Service Management model, ensures that IT Infrastructure supports the goals of the larger business.

*“Emtec took the time to gain a thorough understanding of our business processes before making any recommendations,” said Lanza. “Their inherent knowledge of complex software integration made reaching our goals that much easier.”*

Based on their findings, Emtec made the following recommendations for customizations to the out-of-the-box Remedy Help Desk application:

- ✦ A seamless integration between PeopleSoft HR software and the Remedy applications to reduce customer record maintenance and provide a higher level of accuracy.
- ✦ The development of an intranet page for creating help desk request tickets that would be available to everyone in the organization.
- ✦ Authentication protocols for the Novell system to ensure quick customer access to the help desk and the ability to follow up on outstanding issues.
- ✦ The ability for customers to reopen tickets when their IT issues were not properly resolved and to provide feedback about their experiences with the help desk.
- ✦ Customized notifications to keep customers and the IT staff in communication through the process of resolving incidents.

### Quick ROI

The upgraded version of Remedy Help Desk allows Health First to provide quick and accurate IT support to the company's customers. The help desk now generates over 55,000 incident tickets per year via the intranet page, and immediately routes the service requests to the appropriate support team.

This new system provides accountability and ensures a response within 30 minutes. By automating the processes to submit, monitor, and manage help desk cases and change requests, Remedy Help Desk helps lower costs while improving the quality of service.

Since the Emtec deployment, the Health First Remedy system has remained stable with no downtime in more than three years.

*“It was a challenge in the beginning to map the software to our processes, but now I don't have to think about it,” explained Lanza. “It just works!”*

### The Next Phase: HIPAA Compliance

One year later, Emtec assisted with a Remedy Change Management deployment to deliver comprehensive policy, process management, and planning capabilities. Facing widespread system modifications, as well as HIPAA compliance and documentation requirements, Health First required a stable environment to support these changes.

Remedy Change Management dramatically increased the speed and consistency of changes across the network, while minimizing the business risk. Health First's IT staff can better assess the impact, risk, and resource availability for each IT change without sacrificing the overall integrity of the network. These results translate into improved customer service.

### The Final Piece

Health First is moving toward integrating BMC's entire Remedy IT Service Management Suite. Remedy Asset Management, with customizations including integration to Novell ZENworks® desktop management, completes the ITSM solution. This deployment will provide Health First with the information needed to better align IT assets with enterprise and business unit requirements.

Health First plans to employ the Remedy Service Level Agreements (SLA) application along with Flashboards, a visual management tool that allows for the creation of dashboards. These digital dashboards graphically monitor business performance in real-time and proactively alert to potential problems.

Remedy Flashboards gives process owners and highlevel executives the ability to monitor end-to-end processes within the organization, providing a single view of how the business is performing as a whole.

Utilizing ITIL best practices for integration and alignment of incident, problem, and change management processes, Health First has the competitive advantage in a new economy. Emtec helps Health First keep IT service delivery closely aligned with business requirements, while continually improving customer service.

**About Emtec:** Established in 1964, Emtec, Inc. is a systems integrator that provides IT services and products to the federal, state, local, education and commercial markets. Our market leading value-based management methods, coupled with best-in-class IT technology, consulting and development services, address a wide range of specific client needs, as well as support broader IT transformation initiatives. Emtec's service capabilities span the United States, Canada and countries around the globe.