



University of Miami Health Systems

» Streamlining medical IT operations with BMC Service Desk Express

UNIVERSITY OF MIAMI HEALTH SYSTEM

The University of Miami's Medical Information Technology group is comprised of some 120 employees, who collectively support the information technology infrastructure of the UM School of Medicine, the UM Health System, and core elements of the IT infrastructure of Jackson Health System (JHS). The UM side of IT Operations supports some 9000 users; on the JHS side, there are approximately 10000 users. Thus the medical campus supports a larger operation than all other UM campuses combined.

THE CHALLENGE

The University of Miami's Medical Information Technology (Medical IT) group struggled with its former helpdesk system, which was not designed around an ITIL framework and had limited customization capabilities. Wanting to enhance efficiency and implement best practices centered around IT Service Management and ITIL in order to improve its service support to its end user's and business units they searched for a robust, scalable, easy to implement, easy to use and easy to maintain service desk solution.

THE SOLUTION

With BMC Service Desk Express's strong ITIL orientation, Medical IT has not only been able to streamline its Incident Management handling processes, but also revamp the Service Request, Problem and Change Management processes with which it had previously struggled using email threads and network file shares to manage operations.

While BMC Service Desk Express has extensive customization capabilities, Medical IT has chosen to keep customizations to a minimum. Rather the philosophy has been to adapt to ITIL standards, and use BMC Service Desk Express as much as possible in its "out of the box" state to align with ITIL, as it has been verified as compatible with both ITIL v2 and v3. To take full advantage of the switch-over to the new system, all department processes touching on incident, problem, change, service request and purchasing management were reexamined and reengineered prior to go-live.

Synergy ITSM's certified consultants provided the know-how and technical knowledge of BMC Service Desk Express and ITIL to implement a full-featured Incident, Service Request, Problem and Change Management Solution.

GEOGRAPHY

United States

INDUSTRY

Healthcare

SOLUTIONS

BMC Service Desk Express

BENEFITS

Medical Information Technology (Medical IT) moved to Service Desk Express Suite in February of 2008. Various department groups within Medical IT using BMC Service Desk Express DE are handling incidents at a rate of approximately 50000 per year. BMC Service Desk Express's purchasing Module is also used for Medical IT's purchasing operations, for which there are approximately 5000 transactions per year.

The payoff of BMC Service Desk Express for Medical IT has been as much in forcing this revamping of process as in its inherent capabilities. That restructuring has enabled the department to function with fewer employees than would otherwise be required to support the same workload. With such saving, BMC Service Desk Express has more than paid for itself in the first six months of operations.

ABOUT SYNERGY ITSM, A BMC SOFTWARE PREMIER SOLUTION PARTNER

Synergy ITSM Inc. is a leading global provider of IT Service Management solutions that empower companies to automate their IT support and delivery processes and prove IT's value to the business.

With more than 15 years in the IT Service Management industry, Synergy ITSM Inc. has deep expertise and experience in improving IT support processes and enabling them with market-leading BMC Software technology. More than 200 customers worldwide, from small and mid-sized businesses to global enterprises, have chosen Synergy ITSM, Inc. to automate their support processes, improve service levels, successfully manage assets, and lower costs.

Synergy ITSM Inc is a Certified BMC Software Premier Solution Partner specifically for the BMC IT Service Management Express (ITSMe) and Service Desk Express solutions. This mature and deeply functional line of web-based IT support and workflow management products has been used in over 5,000 installations around the world for the last 15 years. Synergy ITSM, Inc. represents these BMC solutions because they are the most affordable, reliable and robust applications available to help your IT organization grow and mature into an integral part of your business mission.

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both mainframe and distributed environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended March. 31, 2009, BMC revenue was approximately \$1.87 billion. Visit www.bmc.com for more information.

