



Jackson Health Systems

» Jackson Health Systems goes green with BMC Service Desk Express and standardizes customer service support

JACKSON HEALTH SYSTEM

Jackson Health System, an integrated healthcare delivery system, consists of its centerpiece, Jackson Memorial Hospital; 12 primary care centers and two primary care mobile vans; multiple school-based clinics serving many elementary, middle and high schools; two long-term care nursing facilities; six Corrections Health Services clinics; a network of mental health facilities; Holtz Children's Hospital, Jackson Rehabilitation Hospital, Jackson North Medical Center and Jackson South Community Hospital.

Opened in 1918, Jackson Memorial Hospital is an accredited, tax-assisted, tertiary teaching hospital with more than 1,500 licensed beds. In conjunction with the University of Miami Miller School of Medicine faculty, Jackson Memorial provides a wide range of patient services, educational programs, a clinical setting for research activities and a number of health-related community services.

THE CHALLENGE

Because of its large size and diverse services provided by IT to the organizational business units, various IT service departments had a separate approach for recording and tracking service requests. Many outdated, multipart paper form requests added to the problem, slowing service request processing and incident resolution, limiting customer feedback, and preventing accurate reporting. Without a uniform strategy or the technology to support it, service productivity and quality suffered even as costs rose.

The hospital is subject to a variety of health care regulations to protect patient data that affect IT including SOX, HIPAA, and JCAHO. Additionally, they have over 10,000 IT assets that need to be tracked and related to their service records.

JHS wanted to enhance efficiency through automation, implement best practices centered around IT Service Management and ITIL, "go green" by reducing the paper required to process service requests and standardize and improve its service support to its end user's and business units while leveraging their existing IT investments through integration.

GEOGRAPHY

United States

INDUSTRY

Healthcare

SOLUTIONS

BMC Service Desk Express

THE SOLUTION

JHS decided to upgrade to BMC Service Desk Express version 9.8 and implement BMC Client Services Enhanced Self Service portal. Synergy ITSM expert consulting delivered the following improvements in alignment with JHS objectives:

- » Upgraded JHS to BMC Service Desk Express v 9.8
- » Replaced an archaic paper service request system and automated service request processes for multiple business units including:
 - Clinical Application Group
 - Project Management Office
 - Supply Chain Management Group
 - Vendor Management Office
- » Currently piloting BMC Service Desk Express Change Management Add-on
- » Implemented BMC Service Desk Express Client Services to allow end users to act upon the new forms and business managers to assess and approve Change Requests
- » Installed and configured mapping for SCCM to populate and update the BMC Service Desk Express CMDB
- » Integrated a proprietary HR Application to BMC Service Desk Express to leverage employee/manager data and structure
- » Integrated with Active Directory for authentication of users
- » Implemented BMC Service Desk Express Wireless module capabilities for all fields techs
- » Configured new custom automated workflows such as IT Security Provisioning and integrating with their proprietary HR application to share their manager / employee organization structure with BMC Service Desk Express for automated approvals.

Synergy ITSM's certified consultants provided the experience, expertise and knowledge of Service Desk Express and ITIL to implement a full-featured Incident, Service Request, Project, Problem and wireless accessible solution.

BENEFITS

Various IT department groups now using BMC Service Desk Express are efficiently handling incidents at a rate of approximately 100,000 per year. The response and handling times have been significantly reduced and they can now accurately report on their support performance. Additional benefits include:

- » Improved service for business units and end users by automating service requests.
- » Reduced paper waste through automated service request management system eliminating 40 paper-based service requests with a plan to expand this to over 200

“BMC Service Desk Express has helped us overcome a wide range of issues, ranging from tracking work done by technicians on the ground to keeping an accurate count of our FCR for our service desk. With BMC Service Desk Express we were able to improve our response time from weeks to days. Synergy ITSM has worked with us from implementation, to training, to deployment. Also, they customized BMC Service Desk Express and implemented the Client Service portal to work with our environment and help us go green by automating requests that normally required tedious and redundant paperwork (4 pages per user, per different service requests and we would receive at least 40 separate service requests per week).”

LUIS ENCINOSA
IT CUSTOMER SERVICE CENTER

- » The ability to grow with smaller IT FTE to end-user ratios
- » Created standard resolution processes used by multiple IT groups.
- » Reduced business risk through standardizing and measuring the JHS's critical IT processes for reportable regulatory compliance.

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.

