

The U.S. Oncology Network seamlessly delivers life-saving care with comprehensive service management



“By supporting our customers—the medical professionals who deliver care—we ensure that patients get the treatments they need.”

Brandon J. Smith | ITIL® Service Delivery Manager | US Oncology Network



33% increase

in customers supported



1400

local physicians supported



850K

patients treated annually

The Business Challenge

The U.S. Oncology Network provides more than 1,400 independent physicians with clinical and business-support capabilities, expertise, and industry-leading technologies that deliver value-based, integrated care to cancer patients close to home. The U.S. Oncology Network’s practice and provider IT services organization ensures the reliability and performance of dozens of critical, patient-impacting systems for their diverse customer base. Facing rapid growth and ever-increasing complexity, IT required granular visibility into their critical systems and infrastructure, and needed to establish best practices for incident, problem, and change management.

BMC Solution

Built on the Salesforce.com platform, BMC Helix Remedyforce provides comprehensive service management in the cloud. The BMC Helix Configuration Management Database (CMDB) maintains an accurate inventory of IT assets and their relationships, enhancing the efficiency of service management processes.

Business Impact

With the BMC solutions, IT keeps systems that directly impact patients constantly running at peak performance, so network members can deliver on their shared vision of improving patient outcomes and quality of life.



- With best practices and automation, IT supports an increasingly diverse technology environment, and **a customer base that has grown over 33 percent in two years.**
- Visibility into IT assets and their relationships to critical systems **speeds incident resolution and accelerates the approval and rollout of changes.**
- Problem management is slashing the number of recurring incidents, reducing incident volumes and **minimizing the risk of service disruption for physicians and their patients.**

Learn more:



Visit the [BMC Helix Remedyforce web page](#)



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