



70% decrease in approval times

20% reduction in call volumes

60% of requests through app

Helsana

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 **INDUSTRY**
Insurance

 **CHALLENGE**
Leverage digital and mobile technologies to transform stakeholder access to IT services

 **SOLUTION**
BMC Digital Workplace and Remedy ITSM deliver automated self-service to insurance and medical professionals, simplifying their access to Helsana's IT services.

 **PARTNER**

IT Concepts

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

Helsana accelerates its IT service request and approval processes with high-performance automation

BUSINESS CHALLENGE

With over 3,100 employees, 22 agencies, and 19 outlets, Helsana is Switzerland's largest health and accident insurer. The company's digital strategy integrates innovative services that enable its more than 1.9 million customers to submit claims and doctors' invoices using their mobile devices. However, their employees and agents were still submitting IT service requests by email or telephone. Additionally, their service desk agents were capturing, assigning, and processing requests using cumbersome forms and manual approval processes. Helsana needed an automated and seamless approach to simplify service request submissions and free up time for service desk agents, so they could better focus on more important tasks.

BMC SOLUTION

Working with BMC partner IT Concepts, Helsana deployed BMC Digital Workplace, a consumer-style app that automates the submission of service requests. Requests and approvals are tracked and managed within Remedy ITSM from BMC.

BUSINESS IMPACT

Employees and agents fill in simple request forms on their mobile devices or web browsers, and requests are guided automatically through approval and fulfillment for timely handling.

- Within six months of implementation, 60% of all requests were being submitted through the app, **reducing service desk calls by 20%** and allowing the staff to accommodate an expanding workload.
- **The number of manual forms has been cut in half**, making it faster and easier to submit requests and obtain status updates.
- The automated approval workflow for supervisors and managers **slashed approval time by more than 70%**.

"BMC Digital Workplace extends the power of digitization and automation to our service desk," says Viradeth Manixab, IT systems management, Helsana. "That means higher-quality service for our employees and agents, and enhanced productivity for the service desk."