

easyVISTA™

CASE STUDY

EasyVista Contributes to Stellar IT Service Within Agnesian HealthCare's Award-Winning IT Organization

WHO



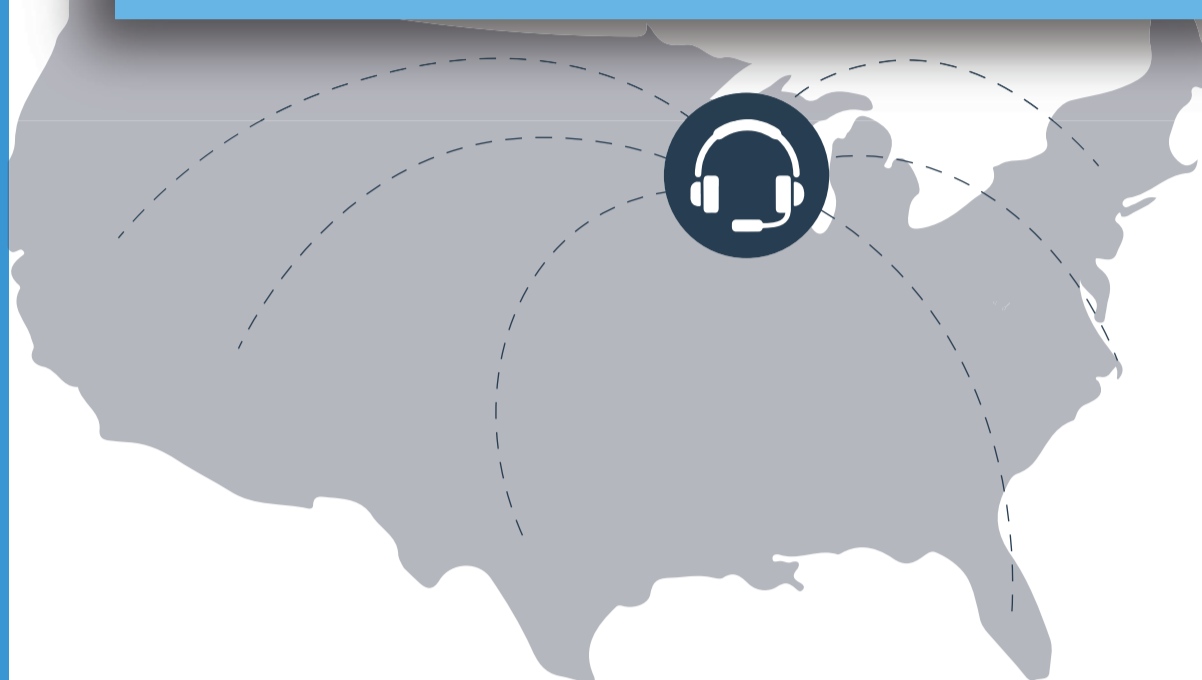
Agnesian HealthCare is a locally based, not-for-profit integrated healthcare system headquartered in Fond du Lac, Wisconsin. Founded more than 120 years ago, Agnesian HealthCare provides health services to residents across Wisconsin through a collection of respected hospitals, medical centers, clinics, laboratories and senior assisted living centers.



4,000+ employees

WHY

Agnesian IT operations were being outsourced and they wanted to find an ITSM solution to help insource the service desk



Agnesian HealthCare reviewed a number of the leading ITSM vendors before it made the decision to partner with EasyVista. The team felt strongly that EasyVista's workflows and hosted environment were a good fit for Agnesian HealthCare's needs.

HOW

With EasyVista, Agnesian was able to use automated workflows to increase speed of service and leverage the simplicity of EasyVista's cloud delivery and dashboards to increase efficiency.

AUTOMATED WORKFLOW

With automated workflows, multiple tasks can be launched off of a ticket simultaneously leading to faster response times.

New Hire!



DAY 1



CLOUD-BASED ITSM



A simple cloud-based delivery of the ITSM platform allows Agnesian to focus on service delivery and taking care of people's needs, while EasyVista ensures performance, security, and availability of the platform.

Software Updates

Integrity of System & Data

Monitoring & Performance

DASHBOARD EFFICIENCY

With EasyVista, Agnesian built a dashboard to show how many tickets are open or closed at any given time, allowing them to pull monthly reports. Surprisingly, the dashboard revealed the Service Desk team handled more tickets than the year prior. They attribute this to becoming more efficient and covering more ground with less effort using EasyVista's ITSM platform.

Monthly Average on the Service Desk



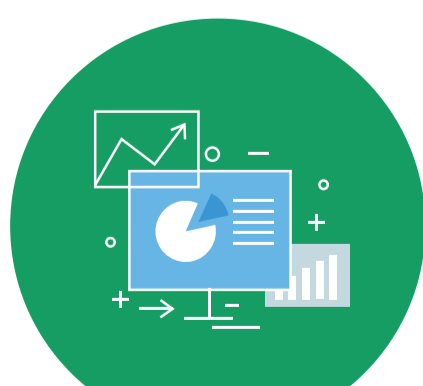
THE RESULTS



Greater Efficiency with Workflow Automation



Accelerated Ticket Resolutions



More Tickets Managed with Less Effort



Simplified Management with a Cloud Solution



Awarded #5 Best Large Hospital IT Department by Healthcare IT News in 2015