CUSTOMER SUCCESS STORY

Driscoll Children's Hospital Gives Employees Exceptional IT Service With EasyVista

About Driscoll Children's Hospital

Driscoll Children's Hospital is a pediatric care center serving the needs of children across South Texas. With 1,800 employees and 189 beds, Driscoll offers a wide variety of medical and surgical specialties. Last year Driscoll saw more than 170,000 patients. Started in 1953 by a South Texas cattlewoman, Driscoll's mission is to offer hope and healing in an environment of trust, compassion and care.

THE CASE FOR SERVICE MANAGEMENT

Driscoll has been recognized as one of the country's outstanding hospitals when it comes to exceptional customer service. The staff understands that caring for young patients and their loved ones extends far beyond a diagnosis. It includes bonding with the child, empathizing with parents and treating each interaction as a chance to create a positive experience. That belief system is also embedded in Driscoll's IT service desk.

Paul Sanderford is the help desk supervisor for Driscoll, where he heads a team of 10 staff members who never forget that every time they assist an employee of the hospital, they are improving the experience of a young patient and his or her family. Sanderford's team provides IT support to more than 3,000 end users, including nurses, doctors and administrators. This dedicated team manages approximately 23,000 service tickets and 6,000 service requests per year.

Three years ago, Driscoll was ready for a proven ITSM solution. The healthcare provider reviewed a number of options, including BMC, ServiceNow and Cherwell, before deciding on the EasyVista's service management platform. "EasyVista was the best all-in-one tool for us," he said.

RESULTS

- Improved self-service experience to meet new and evolving needs
- One centralized knowledge base relevant to real-time end-user problems
- Less human error and faster process with powerful automated workflows
- Deeper intelligence about end user needs

SERVICE MANAGEMENT VITALS

- 10 service desk staff members
- 3,000+ users across 31 South Texas counties
- 23,000+ tickets per year
- 6,000+ service requests per year

Since then, Driscoll has grown its footprint within EasyVista. Today the team leverages *Incident Management, Service Request Management, Change Management, Asset Management and Problem Management*.

A BETTER SELF-SERVICE EXPERIENCE

The Driscoll help desk offers three support avenues—email, telephone and, more recently, a self-service web portal. "EasyVista's self-service option makes it easier for our end users to ask for help, especially in a 24/7 environment," said Sanderford. "We've received good feedback from them about their ability to request service or check on the status of a ticket via the portal." Interestingly, the volume of tickets has gone up, not down, since the portal launched in October 2014. "I would say that's a benefit of the system," he explained. "It's easier than ever for end users to ask for help and we're seeing more people self-serve over time."

Sanderford's team appreciates the ease of administration that EasyVista's self-service capability offers on the backend. "It's easier for us to get tickets to the correct person. We don't have to think about it anymore," he said. Likewise, the knowledge base that powers self-service is extremely helpful. "We used to have documents all over the place. Now we have one knowledge base that we can search and we are very actively populating it."

IMPROVED PROCESS THROUGH SMART WORKFLOW AUTOMATION

The EasyVista workflow engine is key to Driscoll's service desk operation. "With EasyVista's automated workflows we remove the human element while forcing communication across several teams," Sanderford explained. As an example, his team recently needed to install a network printer. The team leveraged powerful, yet simple configured workflows to automate every step of the process, including ordering, approvals, activating the port, printer delivery and so on. "With so many steps, one human may forget to tell the next human and then the wait time can exceed the allotted time," Sanderford explained. "Now everything is all in one place so anyone can see status or where the hold up is."

BETTER INTELLIGENCE ON END USER NEEDS

Another benefit of EasyVista, according to Sanderford, is the ability to immediately separate incidents from service requests so his team can quantify them. "With the previous solution we couldn't separate the two without combing through the data," he said. "We never had a good measure on whether we were breaking more things or people were requesting more of those things." Today they have a much better feel for

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the needs of employees and can plan accordingly.

WHAT'S NEXT?
The Driscoll service desk team sees a lot more growth opportunity with EasyVista. "We haven't tapped into the full potential of the product—there are a lot more workflows we can put to work," Sanderford said. One area of interest is automating communication between nursing staff, supervisors and IT teams related to the organization's patient vital monitoring solution. "We like the idea of automatic notifications and text messages to keep everyone informed and on task," he said.

SERVICE MANAGEMENT AS A DIFFERENTIATOR
Driscoll's help desk team knows they play a vital role in a greater mission at Driscoll and EasyVista is foundational to their efforts. "My team has a very good understanding that the smallest act ensures that a child will get quality care efficiently, securely and without delay." Even a simple keyboard replacement carries a larger importance. "We know that if that keyboard isn't there, that nurse can't perform documentation on the young patient."

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ABOUT EASYVISTA
EasyVista simplifies IT Service Management by making it easy to deliver and easy to use for today's enterprise. EasyVista's service management platform was created to help companies automate and personalize service delivery to improve IT efficiency and increase staff productivity. Today, EasyVista helps 1,200 enterprises around the world radically improve service user experience, dramatically simplify and accelerate service creation, and reduce the total cost of IT service delivery. EasyVista serves companies across a variety of industries, including financial services, healthcare, higher education,technology, public sector, retail, manufacturing and more. Headquartered in New York and Paris, EasyVista is a rapidly growing global company backed by leading venture capitalists, and traded as ALEZV:EN.

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