



# CUSTOMER SUCCESS STORY

*The MENTOR Network is a national network of local health and human services providers in 35 states. It offers an array of quality, community-based services to adults and children with intellectual and developmental disabilities, brain and spinal cord injuries and other catastrophic injuries and illnesses. It also serves youth with emotional, behavioral and medically complex challenges—as well as their families—and it provides care to elders in need of support. Founded in 1980, The MENTOR Network has made a positive impact in the lives of thousands of children and adults across the country. It creates innovative programs and implements dynamic systems. From its national quality assurance program to its outcomes measurement tools, The MENTOR Network is committed to the people it serves.*

## **BUSINESS CHALLENGES**

The MENTOR Network is not a typical healthcare services provider. With a variety of service settings including homes, day program facilities, community settings and clinical environments, the organization's technology needs vary for staff working in every program. In order to maintain growth while consistently providing the highest level of care, The MENTOR Network needed a robust service management solution that was capable of handling complicated workflows while remaining flexible to cater to the company's various needs.

## **SOLUTION**

The MENTOR Network evaluated several well-known service management providers before selecting EasyVista. EasyVista's service management solution was chosen based on its flexibility and ease-of-use—it did not require vast levels of customization to be effective in automating The MENTOR Network's service management needs.

## **CHALLENGES**

- Legacy service management tool was limited in capability and was at end-of-life.
- Required a solution that was robust and capable of integrating with other platforms to enable ticket automation for employee onboarding, access provisioning and de-provisioning, time keeping, resource management and the seamless facilitation of incidents and service requests.
- Required a move to the cloud to align with an overall platform strategy.
- Required an easily configurable solution that would be simple to create and maintain within IT.

*“With 100 IT people servicing potentially tens of thousands of users, it’s imperative that we have a robust, flexible and scalable service management solution in place like EasyVista. At The MENTOR Network, our staff is focused on providing care and support to the individuals we serve and technology is secondary to our employees. The tools must facilitate and assist in the quality of care provided to the individuals we serve and not become a barrier for service. EasyVista has become a critical tool that IT relies on every day to ensure that our strategic systems and communication tools are available, hardware and networks are functioning, and employees have the support they need to be effective with the technology provided to them.”*

**Kate Miller**

Vice President of IT Business Systems, The MENTOR Network

“EasyVista has made my team’s life much easier by integrating our fixed assets, our employees from Oracle, and our configuration management database—with more information coming soon from on-boarding and ID Management. EasyVista gives us one place where we can learn a lot about someone we have on the phone without having to ask them questions like, “Who is your manager?” We now have vast amounts of integrated information at our fingertips along with smoother workflows. This saves us a great deal of time as we handle hundreds of service requests each day,” said Greg DiTullio, Senior Director of IT Service and Support with The MENTOR Network.

## RESULTS

With EasyVista fully deployed, The MENTOR Network has had a 25% increase in the amount of service calls and tickets the IT staff can process each day. “The flexibility of what we can capture, what we can integrate and the automated workflows have been a big factor in not having to add to our team’s headcount,” said DiTullio.

“Now we’re building and rolling out our electronic service delivery platform to our employees out in the field. The employees are moving from a paper-based system to an electronic one and they require a lot of support. We have been able to provide extended hours so we can be there for our 24-hour service settings like home care or skilled nursing facilities. EasyVista has been an enormous help in enabling my staff to support users after hours and on weekends. Often times, the calls we receive have to do with somebody who is an ‘on call’ nurse coming in on a Saturday and requiring that their access to the system be set up fairly quickly. My staff is able to access and fulfill the requests at any time

## WHY EASYVISTA?

- Best mix of features, scalability, configuration, self-support and price—after completing an extensive multi-vendor search.
- Comprehensive feature set including Project and Resource Management, Service Management, Configuration Management and Change Management.
- Ability for staff to configure and support the platform with minimal training and support.
- Flexible platform providing the capability to integrate with Oracle, Salesforce and other enterprise systems.

## BENEFITS

- Seamless workflow offers the ability to route service tickets to managers for approval and back to the service center for easy processing.
- Robust documentation provides built-in evidence tracking to simplify the review process when an audit is performed.
- Integration of fixed assets with ID management eliminates the time required to determine who is on the phone and what technologies they have been assigned.

using EasyVista. The process is seamless and feedback from our employees has been extremely positive,” DiTullio added.

## NEXT STEPS

With a solid service management foundation in place, The MENTOR Network is in a strong position to undertake service expansion. One area the organization is considering is the extension of service to mobile users—such as mobile therapists and other caregivers—via EasyVista’s Service Apps technology. “Now that we’re moving to more of a self-service model, we are looking at other ways to make sure that our employees have access to the services they need where ever they are,” said DiTullio.

***“We are very excited about EasyVista’s Service Manager. When you have tens of thousands of employees new to technology relying on a small IT support team, you really need a service management solution that’s up to the challenge. EasyVista has proven to be a highly capable and reliable partner.”***

**Greg DiTullio**

Senior Director of IT Service and Support, The MENTOR Network

## 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.

**Learn more at [www.easyvista.com](http://www.easyvista.com)**