

IMPROVING SUPPORT SERVICES

a Sentact case study



Chicago Health System

Automating & streamlining Facilities Management, Food & Nutrition, Security Services, as well as Equipment Delivery within the Support Services team was accomplished by implementing Sentact.



Facilities Management



Food & Nutrition



Security Services



Equipment Delivery



3 Million Requests



14 Applications

Sentact's Support Services Solution has processed more than 3 million requests since the installation of 14 automated workflow application across multiple departments.

Working with our customers is a partnership for Sentact. For over 12 years, this partnership has produced tremendous results and capturing that all-important return on investment many times over. From small rural hospitals to large urban medical facilities, the Sentact Support Services Solution easily meets the needs of support leaders.



Delivery times for equipment have improved by **62%**.



A **20%** decrease in supply requests by right-sizing par-level inventory.

The elimination of 4 full-time positions all while automatically processing more than 360,000 service requests annually was realized.

