



CASE STUDY

Help In Healthcare

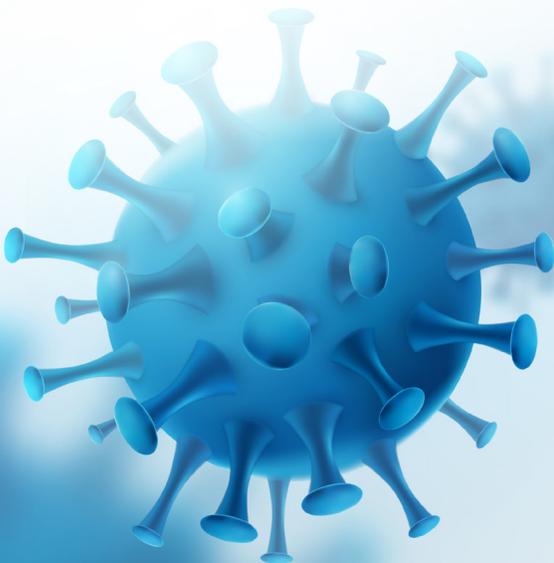
*Transitioning to an
Affordable IT Portal*



T4S Helps Healthcare Provider Transition to Affordable IT Portal

When unforeseen circumstances caused a medium-sized healthcare provider to take a serious look at its IT portal, [T4S Partners](#) helped them transition to an affordable option.

Both T4S and the client understood that there's never a perfect time to change critical system platforms, but professional partners with experience in an industry can turn a turbulent transition into a manageable one.



The Company

COVID-19 uncertainty has made it harder for businesses to plan for the future. Many companies are being forced to reassess business models in the face of financial and operational strain. Some businesses have chosen to implement changes sooner to avoid disaster later.

Local healthcare providers are some of those businesses.

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This particular healthcare provider serves an area with more than 450 physicians and approximately 6,000 employees between two community hospitals. The company is a full-service healthcare provider that offers:

- ⇒ Primary care
- ⇒ Urgent care
- ⇒ Visiting Nurse Association (VNA) programs
- ⇒ Hospice care
- ⇒ And more

More than 160 IT employees work behind the scenes with clinical applications and administrative systems to keep the business functional. The mentality behind the IT

approach was that ten years ago IT wasn't as integrated into a company's business plan. Now, anything new that the business wants to implement requires some level of IT support.

That support can be a significant expense—one that this client took a closer look at when COVID-19 caused budgets to tighten.

Typically, there's always going to be pressure around cost containment, but the pandemic was the trigger point for this particular healthcare provider.

They needed an IT portal that performed as well as their current platform but wouldn't be a financial burden

The Challenge

Business leaders within the company were quick to point out that we're all moving toward self-service. This makes a functional, affordable IT portal more important than ever.

In general, within the industry, trying to get a hold of someone to speak to is becoming more and more difficult, and portal technology and self-service is going to be key.



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That's why this client was handling its IT support and ticket management using ServiceNow, essentially a "Cadillac" of IT portals.

Though the platform worked well, many of the features never saw use, even though the business paid for them. What's more, a team of IT personnel were needed on staff to directly support the ServiceNow platform. It far exceeded the needs, and the cost was wasteful, so when the time came for the healthcare provider to cut costs, the platform was an obvious candidate for restructuring.

So, the IT team did their research and found a platform that functioned similarly for a fraction of the cost.

cherwell[®]
Acquired by Ivanti

Cherwell, acquired by Ivanti, fit the provider's regional community hospital business model without the excess luxury that comes with a Cadillac-like price tag. Rather than search for a vendor, they went straight to the source.

The provider approached Cherwell directly and asked who their top partners were. T4S was on the list. Next, the provider asked Cherwell which of these partners had experience in the healthcare industry. T4S again made the shortlist, and Cherwell made the introduction.



The Solution

This healthcare provider/future client picked their preferred IT portal and chose a professional integration partner with experience adopting similar systems within their industry. All they needed was to transition from their old portal to the new one. Piece of cake, right?

T4S helped the company transition quickly while they mitigated disruptions and kept things simple. Consistency throughout the project paired with meeting strict deadlines within a limited timeframe kept the momentum going.

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T4S provided day-to-day operational support while they helped the client swap systems. They provided insights and assistance throughout the requirements, design, build, and testing phases of the project.

The healthcare provider credits T4S's real-world experience and a single point of contact for making the transition efficient and effective. Concerns were addressed without having to jump through hoops like talking to different support staff, and issues were remediated quickly.

The Results

T4S had the resources this client needed to meet their deadlines, and they could do it at a comfortable price. This was crucial for the company's future.

Significant savings realized through a costly, comprehensive platform conversion was an important driver, and the switch ended up saving the healthcare provider half a million dollars over a three-year ROI.

To save that kind of money on a non-revenue generating administrative function is considerable over three years. It's the kind of savings that can be used elsewhere to create better revenue opportunities.

In addition to the cost savings, an IT platform that looks and feels like the old system helped alleviate customer complaints during the early months of the transition. The end-user side was a challenge, but "you have to juxtapose the challenges against the financial savings," said the client.



The Aftermath

Cost savings paired with a convenient platform transition were only part of what T4S brought to the table. Continued managed-services support proved invaluable for this particular healthcare provider during their transition and beyond, and T4S delivered.

The company's IT employees who were hired to work specifically with ServiceNow left when their Cadillac-of-a-portal left the garage. This meant no one on staff had the expertise needed to provide administrative services for the IT portal at the organizational level.

This left an operational hole that T4S filled for the following six months—as COVID-19 strained hospitals, healthcare workers, and the systems that supported them—as a managed-services provider after the transition. T4S provided ongoing daily support services and acted as a virtual administrator to ensure consistency and reliability for employees and patients alike.

Managed services during transition included:

- ⇒ System maintenance
- ⇒ Bug/issue resolution
- ⇒ Ticket support
- ⇒ Analytics and reporting
- ⇒ And more

Ongoing support provided by T4S led to system updates and improvements over the following six months. This gave the provider the opportunity to automate support processes, save more money, and train the enterprise-level transition team.

In the months since T4S helped this client implement Cherwell Service Management, the IT platform has closed approximately 12,000 IT incidents and 21,000 service requests. More than 1,400 IT time sheets have been processed, and more than 600 change controls have been submitted and documented.



T4S Helps Businesses Overcome Operational Obstacles

There's never a perfect time to introduce or change critical system platforms, but experienced and professional integration partners make big operational challenges less stressful.

T4S works with hundreds of businesses in the United States to implement modern marketplace solutions. We help organizations create compelling new customer solutions, optimize their IT operations and assets, and transform enterprise service-management functions.

Need a partner who can improve your day-to-day functionality? Contact T4S for a consultation.

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