



FootPrints

Case Study

Beyond the Help Desk: IT Resource Tracking and Project Management Using One Flexible Workflow Solution

Alamance Regional Medical Center (ARMC) is a full-service hospital and healthcare system located in Burlington, North Carolina. ARMC is unique in its commitment to adopting the latest technologies to continuously improve its standard of care. The hospital features a range of advanced, high-tech services, with a state-of-the-art facility, comprehensive cancer center, extensive cardiac services, two-track emergency room and a highly trained staff.

Overview

Industry

- Healthcare

Challenge

- Implement a single, web-based tool that cost-effectively tracks, manages and reports on internal support calls, as well as IT network projects and tasks

Solution

- Numara[®] FootPrints[®]

Business Application

- IT Help Desk
- Multiple Project Management

Key Features

- 100% web-based platform reduces support and management costs, without hands-on administration
- Easy installation, maintenance and administration at a lower cost than other complex tools
- Integrated email capabilities save time and improve accuracy for all internal and external communications
- Intuitive and easy-to-use without programming
- Customizable web forms and pull-down menus to easily adjust colors, languages and more

Benefits

- More than 5,000 calls managed in one year: Ten to fifteen projects are entered and tracked per week
- Entering, managing and tracking calls and projects is simple to do
- Information is always available – saving time, improving accuracy and speeding response times
- Advanced reporting offers a complete picture of call volume and open tasks – streamlining workflow and management activities
- Issue and project histories can be referenced at all times to ensure that nothing gets lost or falls through the cracks

The Challenge: Reduce skyrocketing upgrade & maintenance costs

ARMC recently invested in a multi-million dollar patient care package that included remote access, enabling doctors to conduct hospital functions and communications from any location. To ensure the new system ran smoothly, the hospital's IS department recognized the need for an internal help desk tool which would track issues and problems and offer fast, on-demand user support.

The hospital had been using a Microsoft® Access database to manually track calls, which had proven to be cumbersome and inaccurate. The process of entering information was long and arduous, and it was impossible to track the history of any given project or task. In many cases, some crucial items never made it into the database, and simply got lost in the shuffle.

ARMC had recently replaced its database system with Network Associates® Magic Help Desk® (previously called Support Magic) an automated support application that was more sophisticated. However, this required extensive administration and maintenance. As the costs to upgrade and maintain the system skyrocketed, the hospital began to search for alternatives.

The Solution: 15-minute set up and running full capacity in less than 1 week!

Numara FootPrints provided ARMC with a 100% web-based solution to automatically track, manage and report on all types of issues and activities. Its web architecture and functionality reduce support and management costs, offering fast, simple installation without the complexity and hands-on administration required by other tools. ARMC's initial installation of Numara FootPrints took a mere 15 minutes. Real-time set-up help made it easy for users to understand the software's many capabilities and how to leverage them.

Including customization, the entire system was up and running and in full use in one week – without any programming, database administration, consulting or training. "Everything with Numara FootPrints has been a snap, from the initial installation to all subsequent updates," said Andy Gerring, Network Administrator. "Simply put, the software is extremely easy to implement and use."

Using Numara FootPrints' built-in database, ARMC seamlessly imported its existing address book information from Microsoft Exchange, making all current contact data centrally available via the web. All updates and changes are made directly within Numara FootPrints. The software is loaded onto a central web server, so users can instantly access and share information from any standard web browser, at any location. No client software is needed.

Key Features: A flexible, web-based solution that could be used in other business operations

According to Network Administrator Andy Gerring, ARMC's requirements for a help desk solution was that it be web-based, and that it could minimize the high costs of the hospital's current system.

"We wanted a web-based system that was easy to install, administer and use, and could reduce our support and maintenance costs," said Gerring. "Numara FootPrints met this basic requirement, but also offered a level of additional flexibility that we didn't see in any other solution. Once we saw how Numara FootPrints could be extended to streamline our business operations beyond the help desk, this flexibility became a critical component of our product search."

"We looked at all the major products in the market and they were all much more limited," said Gerring. "Numara FootPrints was the only solution that could truly accommodate all of our needs."

Other key factors that drove ARMC's decision to use Numara FootPrints were its affordable price tag and extensive customization features. The software can be easily customized to individual and organizational requirements using simple web-based forms and pull-down menus.

"Prior to Numara FootPrints, we had no way of tracking how many calls we had, let alone making sure they were all properly handled and closed out. Now, we can easily monitor our overall call volume, as well as the status of each call. Everything is tracked and managed from start to finish, so there are no delays or lost calls."

– Andy Gerring,

Network Administrator

Synchronized Address Book

With Numara FootPrints, information is always available to the entire IS team, including full contact details, specific call information, latest status, and more. At installation, the Numara FootPrints Address Book was fully synchronized with ARMC's existing Microsoft® Outlook/Exchange database. Now, data can be easily added and changed directly within Numara FootPrints. Employees no longer need to sift through files and loose papers to piece together the necessary information, enabling them to address support issues faster and more effectively.

Automatic Email Reminders

Numara FootPrints also offers fully integrated email and file attachment support, including HTML mail support, saving time and improving accuracy for all internal and external email communications. Automatic email reminders keep the members of ARMC's IS department informed of changes, updates, and other status via the web, email, and wireless tools. Everyone is always aware of the latest issues and tasks, ensuring that nothing falls through the cracks.

Advanced Search & Reporting

With the powerful search and reporting features of Numara Footprints, ARMC has a clear view of all calls and activities, and can develop a range of built-in and custom reports to study trends, workflow, overall performance, statistics, time tracking/billing, and more. New reports can easily be created to keep a pulse on call volume, calls closed by month and overall activity status. Information from multiple projects can be shared in a single report. The reports also drive ARMC's weekly help desk status meetings, offering a quick, concise overview of open activities and status.

The Results: Five groups within IS can now exchange accurate information

Once ARMC started using Numara FootPrints to gain control of its help desk activities, the IS department saw the value of the software's application for its own project management needs.

"In addition to improving our internal support operation, we realized that the Numara FootPrints issue tracking and management capabilities could help us streamline the way we assigned, managed and tracked all of our internal projects," said Gerring. "Our department is divided into five groups – network staff, help desk staff, AS/400 programmers, clinical and interface people. Each team now uses Numara FootPrints to assign projects and tasks, exchange information and report on the latest status."

Numara FootPrints supports multiple users and project groups, and multiple projects simultaneously. Multi-level security features ensure that only authorized access is allowed to information and activities.

Numara FootPrints provides ARMC with a single, streamlined tool to support a range of business applications. With Numara FootPrints, the hospital can automatically track incoming support calls and streamline help desk activities. At the same time, ARMC now has a powerful tool to manage open tasks and projects, and optimize its internal IS operations.

All 32 employees in ARMC's IS department use Numara FootPrints to manage the hospital's internal help desk, IT tracking, and project management activities. Numara FootPrints dynamically records issues and events, prioritizes action items, and assigns responsibilities. Within a year of using the software, the IS team has effectively handled more than 5,000 calls. In addition, each group within the department uses Numara FootPrints to enter and track ten to fifteen projects each week.

"Prior to Numara FootPrints, we had no way of tracking how many calls we had, let alone making sure they were all properly handled and closed out," said Gerring. "Now, we can easily monitor our overall call volume, as well as the status of each call. Everything is tracked and managed from start to finish, so there are no delays or lost calls."

FootPrints

About Numara Software, Inc.

Serving over 50,000 customer sites worldwide, Numara Software is a global leader in providing practical software solutions for service management to IT professionals. From a single technician running a help desk to 1000 technicians managing a complex service desk, IT organizations of all sizes trust our award-winning solutions, featuring Numara Track-It! and Numara FootPrints, to track requests, automate workflows and support internal and external customers.

Unlike other complex, difficult-to-implement, and costly products, we offer robust, affordable and easy-to-use solutions that can be quickly deployed without disruption to your business. Our flexible solutions can be implemented right out of the box or configured to match your unique IT environment and business processes. They can also be leveraged to support non-IT operations, such as human resources and facilities, allowing you to optimize your investments in licensing, maintenance, training, and support.

We're passionate about helping people successfully manage their IT environments. Find out how we can help you by visiting: www.numarasoftware.com.