

Baptist Health

Maintaining a Healthy, Effective Help Desk Environment



Business Needs

- Improve help desk effectiveness to respond to and resolve the computing problems of 7,000 physicians, nurses, and employees.

Solution

- LANDesk® Service Desk
- LANDesk® Management Suite
- LANDesk® Asset Manager

Business Benefits

- Increased productivity by having a customized console that has all the tools and information needed to open and respond to calls.
- Reduced the time to enter user details in trouble tickets through the automated population of relevant user data stored in Active Directory.
- Identified trends to allow potential and reoccurring issues to be addressed proactively.
- Cut help desk response by 75% with automated notifications and help desk process workflows.

As the state's most comprehensive healthcare system, Baptist Health has been delivering quality healthcare to the citizens of Arkansas for more than 80 years. With more than 120 facilities—including five hospitals, family clinics, therapy and wellness centers—Baptist Health compassionately caters to the total health of its patients, from prevention to long-term care. To ensure that the 7,000 physicians, nurses, and employees at Baptist Health can gain the most advantage from the computing technology they use to enhance their patient care, the healthcare provider leverages a full array of systems and service management solutions from LANDesk, including LANDesk® Service Desk.

One-Stop Help Desk Shop

To help manage its help desk processes and trouble tickets, Baptist Health had been using another vendor's solution, but the healthcare provider found that solution difficult and cumbersome to use. Plus, it lacked the level of customization needed. Baptist Health evaluated several other leading help desk solutions, but a wide array of compelling benefits offered by LANDesk® Service Desk tipped the scales in its favor. One of the most significant factors was the level of integration the LANDesk® solution offered.

“We manage all of our devices with LANDesk solutions,” says Jimmy Misenheimer, information systems project leader at Baptist Health. “So, it made a lot of sense to take advantage of LANDesk Service Desk since it ties in so well with all the other LANDesk® products we use. But overall, it was simply the best offering for our needs.”

In talking about the benefits that the solution's integration with LANDesk® Management Suite and LANDesk® Asset Manager provides, Misenheimer noted, “Any time that we open an incident, we can immediately see the hardware and software inventory of the user's device. Also, from right inside the Service Desk console we can leverage LANDesk Management Suite to remote control the user's machine, execute files, do file transfers, or chat.”

One of the other integration aspects that the help desk technicians at Baptist Health really love about LANDesk Service Desk is its ability to pull information from Microsoft Active Directory, which allows the solution to populate trouble tickets with detailed user data automatically.

“Every morning at 2:00 a.m. our HR system automatically feeds Active Directory with personnel updates, and at 3:00 a.m. Active Directory feeds LANDesk Service Desk,” Misenheimer says. “So, when someone calls in, all we need is their login ID and then it automatically fills out the trouble ticket with their employee name, employee number, phone number, title, location, and more. That makes it a lot easier for us and our users, since we spend a lot less time on the phone gathering their user information.”

The combination of LANDesk Service Desk integrating with both Active Directory and the LANDesk solutions adds a significant level of efficiency and productivity to the performance of the help desk team at Baptist Health. “It takes a lot less time to open and resolve an incident than it used to,” Misenheimer says. “We don't have to have multiple applications running, such as employee directories, asset management applications, or remote control. LANDesk Service Desk incorporates all the tools we need on the same screen. It gives us a one-stop shop.”

Tailored for Help Desk Productivity

The ability to customize the user interface to meet Baptist Health's unique needs was a critical factor in its decision to go with LANDesk® Service Desk. "The product we had before was very difficult, if not impossible to customize," Misenheimer says. "Customization with LANDesk Service Desk is really easy. You can add in templates, move fields around, insert scheduled queries, or create custom windows for different individuals. You can make the screen look just about anyway that you want."

In addition to being able to customize the standard console for LANDesk Service Desk, Baptist Health can also customize and take advantage of the solution's Web-based service portal. "With LANDesk Service Desk's Web portal we are no longer tied to a desk," Misenheimer says. "We can be anywhere in the organization to create a ticket, check ticket status, update a ticket, and even close a ticket."

In addition to being a great field tool for its technicians, Baptist Health uses the Web portal to provide its executives a tailored, high-level view of the organization's overall help desk status. "LANDesk Service Desk allows us to present a big picture view of what is going on," Misenheimer says. "Management doesn't want to see the granular details. LANDesk Service Desk allowed me to customize a Web portal for them that presents a broad overview of the conditions of different areas in our environment. From any browser, or even a Blackberry, they can take a quick look at the overall status, and if wanted, they can even drill down to the details."

Boosting Help Desk Effectiveness

LANDesk® Service Desk has several other key features that significantly boost the effectiveness of the help desk team at Baptist Health. One of these features is the automatic user history snapshot that appears when a technician starts to log a new call for an incident. The snapshot shows an at-a-glance history of all of an individual user's past incidents, enabling Baptist Health to see trends easily and address issues that would likely reoccur if certain steps weren't taken, such as instigating end user training, replacing failing hardware, or other appropriate actions.

Another key feature for Baptist Health is the workflow management capability inherent to LANDesk Service Desk. As soon as an incident is logged, an email notification is sent automatically to the end user telling the user who the ticket has been assigned to. The assigned technician also receives an immediate email notification of the assignment. What's more, any time the technician updates or adds notes to the ticket, the user receives a notice of the progress. In this way, users always know what is going on with their incident.

"The automated notification in LANDesk Service Desk has enabled us to cut our response time by about 75%," Misenheimer says. "Since technicians are getting notified about assignments sooner, it greatly increases our ability to expedite service calls. It also really relieves our help desk of a huge burden of no longer having to continually answer repetitive calls from end users checking on the status of their problem. They get notified throughout the day of what is going on, so users know we are working to resolve their issues."

In order to extend the help desk's workflow management capabilities even further, through integration with other third-party applications, Baptist Health plans later this year to also take advantage of LANDesk® Process Manager in conjunction with LANDesk Service Desk.

"I recommend LANDesk Service Desk over any of the other leading service desk products out there," Misenheimer concludes. "It has increased our productivity, decreased our time of call closure, minimized our down time, and has saved us significant time and money. It's also easy to work with, customizable, and very integrated. I love it!"



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Information Systems Project Leader
Baptist Health