



The HCI Group's Support Service provides a customized delivery model that focuses on reducing the cost of healthcare IT and strengthening the healthcare IT support model. From strengthening the Clinical Service Desk to ensuring maximum first contact resolution rates and end user satisfaction, HCI will identify training opportunities and help ensure more effective knowledge sharing to reduce the incoming call volume and ensure that tickets are resolved at the lowest level of support.

SERVICE DESK

HCI offers a flexible and scalable delivery model, allowing us to quickly adapt to times of increased demand, such as upgrades, where we can provide complete management of the upgrade through to backfilling support. HCI can also provide a full assessment of the current support model, providing a gap analysis to identify quick wins and develop strategic planning to ensure the most effective end-to-end processes are in place.

OPTIONS



SUPPLEMENT OR FULL SERVICE

Supplement client service desk staff or assume full responsibility for service desk



GO-LIVE SERVICE DESK

EHR-proficient agents to free up or supplement client staff



NEW EHR SYSTEM SERVICE DESK

EHR-proficient agents to allow client service desk staff to become familiar with new system



LEGACY EHR SYSTEM SERVICE DESK

EHR-proficient agents to allow client service desk staff to focus on new system



NON-EHR SYSTEM SERVICE DESK

System-proficient agents supplement or assume responsibility for service desk support

TIER 1 & TIER 2 SERVICES & SOLUTIONS

- ✦ 24x7x365 support coverage
- ✦ Process evaluation
- ✦ Advisory
- ✦ Workflow review & recommendations
- ✦ Keep-the-lights-on (KTLO), upgrades & optimization
- ✦ Imbedded business intelligence
- ✦ Flexible staffing pricing models
- ✦ Incident management toolset
- ✦ Knowledge management database
- ✦ Seamless integration into client teams
- ✦ Relief valve for supplementing client staffing

CONFIGURATIONS

FROM VERY SHORT TERM TO MULTIPLE YEARS:

- ✦ Supplementing client staff on a peer level
- ✦ Serving as SMEs to supplement or train client staff
- ✦ Fully operating the systems, reporting to client staff
- ✦ Fully operating and managing the systems

BENEFITS



MITIGATE EXPOSURE TO HEALTH RISKS WITH ESSENTIAL ONSITE SUPPORT ONLY



USE CROSS-CERTIFIED, ONSHORE, REMOTE RESOURCES



DISCOVER PRODUCTIVITY & EFFICIENCY OPPORTUNITIES



FOCUS ON PROCESS & ROOT CAUSE ANALYSIS



INCORPORATE ITIL-ALIGNED INCIDENT & LIFECYCLE MANAGEMENT STRATEGIES



DEVELOP SLAS THAT FOCUS ON QUALITY AND PRIORITY



IMPLEMENT KNOWLEDGE MANAGEMENT & SERVICE DESK SOLUTIONS



IDENTIFY TRAINING OPPORTUNITIES



USE BI TO ANALYZE DATA & IDENTIFY TRENDS



LOWER COST OF ON-GOING HEALTHCARE IT SUPPORT