

# Delivering Higher Customer Satisfaction at Lower Costs with End-User Managed Services

Industry: Healthcare

Size & Revenue: 7000+ | \$65.4m (approx.)

**Business Problem** *A leading healthcare service provider faced challenges with user experience and low satisfaction levels due to manpower issues, lack of IT assets control, and difficulties in managing day-to-day operations. The objective was to reduce inherent and indirect costs, increase user satisfaction and productivity, enhance efficiency and improve patient care.*

## How Intertec Helped

Intertec engaged in discussions with the client's IT management team and developed a comprehensive Managed Services model that effectively addressed all the challenges while prioritizing security and ensuring overall user satisfaction. The solution provided to the client included:

- 24x7 dedicated remote service desk and end user management
- Centralized helpdesk within the service desk framework
- Engineers responding to end user service requests and attending calls at respective locations
- Implementation of helpdesk and systems management tools
- Service delivery based on ITIL guidelines
- Measurement and benchmarking of service performance
- Identification of improvement opportunities in cost and quality

## Business Outcomes Delivered

Intertec's solution resulted in the following outcomes for the client:

- Managed a 200% increase in user count over the last 10 years with only a 25% increase in IT costs.
- Improved Customer Satisfaction Index (CSI) to 90%.
- Achieved a First Call Resolution (FCR) rate of 70%.
- Streamlined asset management and audits.
- Ensured agile support availability.