



CASE STUDY —

MEMORIAL HEALTH SERVICES' UPGRADE TO BMC TRACK-IT

FOR ENHANCED
IT SERVICE MANAGEMENT



CLIENT CONTEXT

Memorial Health Services (MHS), a leading healthcare network in Southern California, comprises six medical facilities offering a full range of services from rehabilitation to emergency care.

The organization employs over 8,000 staff across its extensive network, posing substantial challenges in managing a complex and dispersed IT infrastructure.



CHALLENGES

Challenges Faced by MHS Before System Upgrade



Manual Asset Tracking:

MHS relied on separate Access databases at different facilities to manually track IT assets. This fragmented approach led to inefficiencies and strained resources due to the lack of a unified system.



Ineffective Help Desk Management:

Without a centralized system, managing help desk requests became challenging. The absence of a unified platform made it difficult to track, prioritize, and resolve service requests efficiently across the organization.



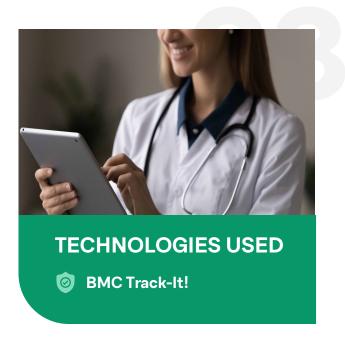
Difficulty in Asset Management:

The absence of a central system also made it hard for MHS to manage the increasing number of IT assets across multiple locations. This lack of visibility and control hindered effective asset management and resource allocation.

SOLUTION

MHS required a flexible, scalable, and efficient help desk solution that would also comply with HIPAA standards.

After reviewing several options, including FrontRange HEAT and BMC Magic, MHS chose BMC Track-It! for its superior customization capabilities, ease of use, and automated workflow features.



Implementation

Implemented in 1999, BMC Track-It! was operational within eight hours, revolutionizing MHS's IT service management. The centralized system allowed for real-time tracking of assets and automated routing of help desk requests to appropriate technicians, significantly enhancing operational efficiency.

Benefits

BMC Track-It brought multiple improvements:



Workflow and Service Level Agreement (SLA) Management:

Improved agent workflows and automated processes allowed faster resolution of IT issues.



Asset Management:

Real-time tracking and automatic discovery of assets across all facilities improved the management of IT resources.



Compliance and Security:

The system facilitated documentation of HIPAA security incidents, aiding compliance and improving incident response.



Remote Diagnostics:

With the BMC Remote add-on, technicians could diagnose and solve problems remotely, reducing the need for onsite visits and thereby saving costs and time.

OUTCOMES

Impact of Qcentrio Partnership: Transforming IT Operations and Satisfaction



Increased **Efficiency:**

After using BMC Track-It, MHS works faster and solves problems more quickly.



Improved Request Management:

The IT department handles requests better and can track what's been solved and what still needs fixing.



Better Service and Satisfaction:

MHS's service has gotten better, and customers are happier with scores consistently over 95%.

Feedback

Carolyn Phinsee, Project Manager at Memorial Health Services, noted,

"The BMC Track-It! the solution was far superior to other products we considered. The ease of use and customization were key drivers for our decision, and we realized the benefits immediately after implementation."

Future Plans

Impressed with the results, MHS plans to continue upgrading to the latest versions of BMC Track-It! to leverage new features and ensure continued high service levels for their customers and patients.

BOTTOMLINE

Implementing BMC Track-It at Memorial Health Services exemplifies how the right IT service management tool can transform an organization's operational efficiency and service delivery. The system has not only streamlined IT operations across multiple locations but also ensured compliance with healthcare regulations, demonstrating a successful integration of technology and healthcare services.

