

Healthcare Network Corporation Help Desk Services

The Challenge: A leading healthcare network corporation needed a customer service oriented help desk that also had excellent technical skills to support a wide variety of systems including in-depth support for medical and proprietary applications. They required assistance for their corporate offices in Texas and medical practices throughout the country with an expected ticket volume of over 3,000 per month.

The Solution: SARCOM assigned a Supervisor of Implementation to oversee the transition of help desk services to the Customer Response Center (CRC) over a period of 90 days. This included the review and modification of all current processes and procedures for supporting the environment, custom report creation, SLA definition, and training for SARCOM staff.

The transition was completed in 1999 and the CRC has been providing help desk services for US Oncology since that time. However, this organization has had many changes since 2000 and SARCOM's CRC has changed with them. Today, the team consists of dedicated manager, a Senior Support Specialist onsite at USO's corporate office in Texas, and 7 Support Specialists.

The Results: By partnering with SARCOM, this organization has enjoyed increased customer satisfaction, high service levels, and a team that continues to grow with them. The Customer Response Center answers 80% of calls within 20 seconds with an average speed to answer of 26 seconds based on a 35 seconds SLA.

The Challenge:

Healthcare network corporation was looking for a business partner to provide help desk services to their corporate office and practices throughout the country.

The Solution:

SARCOM provided a project plan to implement the help desk over a period of 90-days. Ongoing support has been provided since 2000.

The Results:

By partnering with SARCOM, they have enjoyed increased customer satisfaction, improved service levels, and has the ability for growth in the future.
