

## Case Study: Global Healthcare Company Chooses Internal Transformation to Overhaul its IT Helpdesk and Field Operations

### Internal Improvements Recommended by EquaTerra Result in Efficient and Effective IT Operations

#### At a Glance

##### Company Profile

U.S.-based Fortune 500 global healthcare products and services provider

##### Services Featured

- IT Strategy and Assessment
- Internal Governance Orientation

##### Business Processes Involved:

- IT Helpdesk
- IT Field Operations

#### Executive Summary

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This U.S.-based Fortune 500 global healthcare products and services provider embarked on an internal transformation effort to drive efficiency in its internal IT helpdesk and IT-related field operations processes. The provider solicited the help of EquaTerra to help it assess how it was currently running and how they could best go about making the appropriate improvements. EquaTerra advisors helped the provider determine that an internal transformation was the best path to achieve its desired goals and helped it identify specific opportunities for improvement. EquaTerra also trained the company's executives on how to drive continuous improvement throughout the organization.

#### Business Challenge

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Historically, the internal IT helpdesk operated on a classic shared services model to support healthcare agents scattered across the U.S.; however, the provider suspected that inefficiencies existed and were the reason the organization was experiencing lost time and profit. The healthcare provider decided to embark on a transformation project aimed to support continuous efficiency improvement and improved service levels from the IT helpdesk and within the field services organization.

#### How We Helped

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By providing subject matter expertise in the areas of IT helpdesk and field services support, EquaTerra was able to rapidly assess how the organization's IT operations were running, and how the organization could improve its performance utilizing internal resources, as opposed to a blended insource/outsource or a purely outsourced operating model.

## Results

EquaTerra advisors identified several opportunities for improvement, which led to efforts to:

- Implement helpdesk metrics to improve healthcare agents' effectiveness
- Improve the service ticket tracking system by properly re-deploying existing tracking software
- Identify inefficiency and re-engineer small-scale processes to drive overall service level improvement (e.g., generation of new user IDs)
- Reduce lag time in work system processes (i.e., solve end-user problems faster)
- Implement a performance assessment system to evaluate field services teams
- Improve data center processes and management of inflow data
- Resolve exchange server issues faster through improved identification processes

EquaTerra trained the organization's executives to run the transformed organization like an IT outsourcing provider would – by driving continuous improvement through proper governance, maintenance and evaluation processes. As a result, the healthcare organization's IT helpdesk and field operations were run efficiently and effectively and the healthcare provider's executive team was, therefore, able to take on a more strategic, value-adding role within the overall organization.

## About EquaTerra

EquaTerra sourcing advisors help clients achieve sustainable value in their IT and business processes. Our advisors average more than 20 years of industry experience and have supported over 2000 transformation and outsourcing projects across more than 60 countries. Supporting clients throughout the Americas, Europe, and Asia Pacific, we have deep functional knowledge in Finance and Accounting, HR, IT, Procurement and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.

[www.equaterra.com](http://www.equaterra.com)

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