



MAJOR MEDICAL CENTER

COMPANY

Name: Leading Healthcare Provider

location: New York, NY

Industry: Healthcare

SOLUTION

HEAT Service Management, on-premise deployment

BENEFITS

- Convenient web and mobile access to HEAT
- Meet IT support expectations of 20,000 medical professionals
- Speed service requests and reduce errors with workflow automation
- Provides flexibility to integrate with other applications and processes



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Manager of Enterprise IT Tools,
Leading Medical Center



World-Class Medical Center Improves IT Efficiency with HEAT Service Management

Patients from down the block and across the country come to this New York medical center for clinical care, biomedical research and medical education. This premier healthcare provider operates four hospitals for acute care, rehabilitation, orthopedics and pediatrics, and is affiliated with a top-notch medical school. The hospital is ranked among the top 20 in the nation in U.S. News & World Report's 2014 Best Hospitals ranking.

IT that Supports World-Class Medical Care

With an emphasis on patient-centered care, the medical center's physicians, nurses, medical technicians, administrators and other staff are constantly on the move, and when an IT request or problem arises, it must be addressed quickly and efficiently—and from anywhere. With HEAT Software HEAT Service Management powering the service desk, business users and IT staff have anywhere access to the critical information they need from any web-enabled device.

“The HEAT web interface is a game-changer and our business users love it,” says the manager responsible for enterprise IT tools at the medical center. “Our organization is an early adopter of mobile devices, and our users can utilize any browser they like with HEAT Software.”

A longtime HEAT Software customer, the medical center recently deployed HEAT Service Management. “The number one priority from our customers was to have a 100-percent web solution,” says the IT manager. “We also wanted to expand our use of the solution and introduce more mature processes such as release management and problem management and enhance configuration items. The new HEAT platform provided us with those solutions as well as improved mobile access.”

HEAT is used to support the medical center's 20,000 employees, including 1,100 IT staff and contractors. The IT team uses HEAT for incident management, service requests, change management, configuration items (CI), knowledge management, self-service, and most recently, problem management and release management. HEAT is also used to support the administration of its Epic electronic medical records (EMR) system. The healthcare provider is also evaluating upgrading its finance call center from HEAT Software IT Service Management to HEAT Cloud.

In addition to the much-appreciated web access, performance has improved with the latest version of HEAT. “It's faster to search and look up information,” says the IT manager. Additionally, the IT staff can more easily multitask, now that they can have multiple tickets open.

Using Automation to Increase IT Efficiency

The healthcare provider has leveraged HEAT's automation capabilities to streamline and speed essential IT processes. The healthcare provider has integrated HEAT with other applications, including its end-user IT support portal, system monitoring tools, email and Active Directory.

For instance, HEAT is integrated with a network monitoring tool, so that if a problem with a server is detected, the monitoring software sends an alert to HEAT, which automatically creates an Incident, links the corresponding CI and notifies the IT support group. Having the incident tied back to the CI allows for a history of issues to be maintained for improved reporting and analysis. The integration enables IT to address issues quickly and proactively for problems that could impact IT services. In addition, the IT team uses HEAT extensively to automate server provisioning and decommissioning service request workflows, a process that has multiple touch points across different teams and different departments, including IT and finance. This ensures that tasks are completed according to process.

"We sit down with our partners and map out workflows in HEAT, which allows people to better understand highly complicated service requests and how we can put automation around those processes. I can't underestimate how big the HEAT visual workflow engine is," says the IT manager. By templating processes, IT can ensure that a service request is done the same way every time, even as staff changes.

IT Moves at the Pace of Business

"Our organization is growing rapidly, and we are tackling more aggressive and larger projects," says the IT manager. "Making these enhancements in HEAT enables us to keep up with the demands placed on IT."

"One of the things we like best about HEAT is our ability to customize the solution," says the IT manager. For example, IT built an "On Call" workspace to track the on-call availability of IT staff. The workspace replaced spreadsheets and made it much easier to identify who to contact when an IT emergency arose.

The HEAT solution provides users an efficient interface to access the information they need to trouble-shoot issues. "With the built-in integration, we have been able to integrate incidents and problems and pull up and link the on-call information quickly and easily."

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Greater Transparency

Using HEAT helps shed light on IT's work. "We're able to be accountable and show all the great work that IT does," says the IT manager. "HEAT is making IT more transparent. We have been able to pull teams together and communicate better. HEAT has helped with knowledge transfer and standardization."

A Smooth Upgrade and Operations

The healthcare provider worked with HEAT Software Professional Services on the upgrade. "It was a large work effort because we deployed quite a few of the HEAT modules to include numerous integrations with the solution," says the IT manager who is an advocate of meticulous planning before any development work begins. "It's critical to fully understand the requirements and service offerings and to neatly define the categories and subcategories. It will save you pain later," he advises.

Despite the medical center's sophisticated use of HEAT and a demanding business staff, only two IT people are dedicated to support the platform.

Moving Ahead

The IT team works to continually mature its use of ITIL and IT service management in support of greater efficiency and improved patient care. "One of the things we enjoy about HEAT Software is the possibilities," says the IT manager. "We always look for new and innovative solutions to build into or around HEAT Software. We also seek out opportunities to integrate our other enterprise solutions and data sources with HEAT Software, as well as to evolve our processes and workflows. HEAT Software makes it possible."

More Information

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