

Western Sussex Hospitals increases first-call resolution by 70% with Freshservice



THE WIN

SLA Achievement: **96%**

Ticket Assignment Time: **16 seconds**

Customer Satisfaction: **96%**

Higher ROI

The ITSM Deployment at Western Sussex won Freshservice the **best implementation award** in SDI IT service & support awards, 2017

IT CHALLENGES

- Poor Self-service usage at 10%
- Confusing ticket management system
- Delayed ticket resolution time
- Lack of automated processes
- Poor analytics
- High Total Cost of Ownership

FRESHSERVICE SOLUTIONS

- **Priority Matrix**
Automated ticket assignment based on preset rules to maximize speed and accuracy
- **Self-service portal**
Reduced agent-assisted support with an intuitive self-service portal
- **Customization**
Improved adoption of the self-service portal by customizing it to Western Sussex's branding
- **Dedicated support**
Offered 24*7 support to ensure smooth onboarding and continued adoption

SUCCESS WITH IT

Freshservice streamlined the hospital's IT operations and improved service delivery to end users with multi-channel service delivery options. Automation was a big win with reduced time spent on calls, improved SLAs, and minimal agent workloads.



Western Sussex Hospitals NHS Foundation Trust

ABOUT

Western Sussex Hospitals NHS Foundation Trust runs three hospitals, serving a population of 450,000 people across most of West Sussex. The hospital has more than 10,000 staff and volunteers.

GOAL



To replace outsourced IT for in-house cloud IT solutions and achieve speedy deployment of the ITSM tool with a 3-month deadline.

MOST VALUABLE FEATURES



- Automation workflows
- Self-service portal
- Customizable interface
- Advanced reporting
- Gamification & configurable SLAs



Freshservice was willing to go the extra mile to make sure the system met our needs. Overall, Freshservice has been one of the best tools we have worked with - no matter what time of day it is, they always get back to us within a few hours of getting in touch. 2017 was our first full year with Freshservice as our ITSM tool, we started off in November 2016 and saw a massive improvement in how our IT service was perceived, this led to a Trust award for Innovation at the annual Trust awards.

Grant Harris
Head of IT Operations