

Royal rehab saves \$15,000 a year after switching to Freshservice



THE WIN



Reduction in resolution time
92%



Reduction in manual effort
75%



Customer Satisfaction :
90%

IT CHALLENGES

- Limited Analytics
- Laborious IT processes
- Inefficient server operations
- Inability to track CSAT

⚡ FRESHSERVICE SOLUTIONS

• Modern & intuitive ITSM tool

Deployed a scalable, user-friendly service desk that requires zero-training

• Workflow automation

Built canned responses to help agents create templates for common queries. Automated internal processes with drag and drop automation rules

• Customization

Set up the request portal to reflect Royal Rehab's identity and further improve service desk adoption

SUCCESS WITH IT

Royal Rehab standardized workflows across the organization, saving \$15,000 a year after moving to Freshservice. Royal Rehab was also able to reduce ticket backlogs from 2450 to 180.



ABOUT

Royal Rehab is a nationally-recognized private charitable organization that helps maximize abilities and optimize lifestyles following injury or illness. With a high staff to patient ratio, the hospital IT operates at scale to deliver quality patient services.

GOAL



To implement a modern, cloud-based ITSM solution that would streamline processes and improve collaboration among offices & centers

MOST VALUABLE FEATURES



- User-friendly interface
- Automation workflows
- Canned responses
- Customizable Self-service portal
- Mobile App for android & IOS



Love the fact that when a customer rates a ticket, it lets future agents know if they were satisfied with past service or whether they will need more than a call to make them happy.

Ben Laxton

Service Delivery Manager