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Salinas Valley Memorial Healthcare System (SVMHS) achieves rapid service desk implementation to deliver quality patient-care services with Freshservice

THE WIN

Efficiently managed high-volume requests with automation. Extended IT to departments such as Networks & Operation, security, and accelerated time to value and reduced operational overheads

IT CHALLENGES

• Multiple & fragmented IT helpdesks

• Cumbersome ITSM tool that required constant maintenance

• Poor ticket management system

FRESHSERVICE SOLUTIONS

• **The rapid implementation**

The onboarding team took a phased approach to enable quick implementation of the new tool

• **Phased end-user adoption**

Integrated the service desk into the hospital's shared inbox to streamline SVMHS's internal processes.

• **Workflow Automation**

Automated approval workflows and notified end-users about their ticket statuses through messages and alerts.

SUCCESS WITH IT

• After evaluating 14 ITSM tools, Ms.Parker found Freshservice to be the ideal solution that met SVMHS's expectation

• End-users reduced their reliances on emails, phone calls, and used Freshservice to submit their IT requests

• The integration of Freshservice into Ambulatory informatics helpdesk resulted in greater support visibility

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Salinas Valley Memorial Healthcare System

ABOUT

SVMHS covers 15+ multispecialty clinics ranging from primary care to cardiology for women's health, and more. The hospital employs over 2000 staff and 300 board-certified physicians dedicated to improving the quality of people's lives in Salinas Healthcare District and the surrounding region. SVMHS serves more than 600,000 patients every year.

GOAL

To end the battle with the former clunky ITSM tool, drive digital transformation and support hospital's strategic goals of delivering quality service with robust ITSM solutions

MOST VALUABLE FEATURES

• ITIL aligned service desk

• Automated workflows

> The management is very excited about Freshservice. IT now works better and delivers excellent results more efficiently

Audrey Parks
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CIO