



CASE STUDY

Technical Staff Augmentation Enables Large Boston Hospital to Increase IT Agility & Improve End User Support

Overview

After adding approximately 300 new employees, one of the largest hospitals in Boston was challenged by limited IT resources which resulted in long wait times to respond to end user help desk requests. In addition, IT teams were unable to keep up with continuous requests to configure and deploy workstations to staff within tight turnaround times due to lack of streamlined processes and competing project deadlines.

Solution

Blue Mantis leveraged its state-of-the-art, ISO 9001:20015 certified configuration center to image and configure workstations conforming to exact Hospital specifications; services included shipping, delivery, and desk-side support. In addition, Blue Mantis provided six cross-certified service desk Technicians to augment the Hospital's IT staff; respond to end user requests across all departments; uncover and escalate critical technical issues; create and document new process workflows; design curriculum and train new IT staff; and assist on other technical projects as needed.

Business Outcomes

Expanded Technical Staff Knowledge

Through the creation of new business processes and training, Blue Mantis added value to the IT team's skillsets and their ability to effectively support the entire organization.

Increased Time to Focus on Innovation

With the augmentation of Blue Mantis' service desk technicians, the IT team was able to free up time spent on repetitive, reactive tasks and focus on IT projects to drive innovation and business velocity.

Improved End User Satisfaction & Agility

By leveraging Blue Mantis' configuration center and service desk staff, the Hospital's end users received rapid response times to requests for system help and fast turnaround on workstation rollouts, improving both work satisfaction and productivity.

At a Glance

Challenges

- IT staffing shortage and workload volume too high
- Gaps in technical expertise
- Influx of end users and slow support response times
- Lack of process standards and agility

Benefits

- Training/technical knowledge transfer
- Governance & standards
- Increased efficiency & SLAs
- Satisfied end users

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"We were honored to help one of our largest clients during a time of extreme growth. Most organizations today struggle to find the technical talent necessary to seamlessly support end users in a digital economy. The ability to successfully deliver that critical expertise where it's needed most is why clients rely on Blue Mantis."

Scott DiGioia

VP, Professional Services
Blue Mantis