

Case study

How a Large Boston Hospital Gained IT Agility Through Staff Augmentation

Faster end-user support. Streamlined workstation rollouts. More time for innovation.

Client Overview

After adding roughly 300 new employees, one of the largest hospitals in Boston found its IT organization stretched thin. Limited resources led to long wait times on end-user help desk requests, while IT teams struggled to keep pace with continuous demands to configure and deploy workstations within tight turnaround windows. A lack of streamlined processes and competing project deadlines compounded the strain – leaving both end users and the IT team without the support and agility a period of rapid growth demanded.

Challenges

- IT staffing shortage left the team unable to absorb rising workload volume.
- Gaps in technical expertise across a growing, more complex environment.
- Influx of new end users drove slow help desk response times.
- Tight turnaround demands on workstation configuration and deployment.
- Lack of process standards limited consistency, agility, and scale.

Zero

**Onboarding Delays
During Rapid Growth**

After partnering with Blue Mantis, the hospital achieved:

- Rapid end-user response times and faster turnaround on workstation rollouts.
- Freed IT capacity to shift from reactive tasks to innovation and business velocity.
- New process workflows and standards documented for consistency and governance.
- Expanded in-house skillsets through training and technical knowledge transfer.

Solutions

Blue Mantis leveraged its ISO 9001:2015-certified configuration center to image and configure workstations to the hospital's exact specifications, with services spanning shipping, delivery, and deskside support – accelerating rollouts across the organization.

To relieve the staffing shortage, Blue Mantis embedded six cross-certified service desk technicians alongside the hospital's IT team. They responded to end-user requests across every department, uncovered and escalated critical technical issues, and assisted on additional technical projects as demand required.

Beyond day-to-day support, the team created and documented new process workflows, designed training curriculum, and upskilled new IT staff – building lasting capability and standards.