

MANAGED IT & BUSINESS APPLICATIONS SUPPORT

for a Leading Healthcare Services Provider



Services: Managed IT

OVERVIEW

The customer is a Leading Technology enabled Healthcare Services Provider based out of US. ACL has provided Managed IT and Business Application Support Services to improve their service delivery.

CHALLENGES



Limited responsiveness and availability of business-critical applications



Lack of innovation and automation and limited business gains



Lack of virtualization and operational productivity



Limited mechanism for SLA and overhead of resources for delivery of services

SOLUTION

Managed IT and Business Application Support

- 1** 24X7 L1 support desk for all IT & Business Apps (internal & consumer facing), computing devices
- 2** Incidents reporting, service request handling, ticket prioritization, and ticket trend analysis
- 3** Administered network security, tool management operation to take preventive action
- 4** Support includes business apps (ECM, printing, RCM master, patient payment portals) communication (global directory, IM, mail, calendars etc) enterprise systems (SQL servers, MS visio, sharepoint etc) data network and telecommunications



ENGAGEMENT HIGHLIGHTS

- Higher availability of business systems
20% reduction in Operational Cost
- Faster response times for business-critical applications
- Provided End-to-End automation platform using AI/Machine learning
- Achieved 100% Virtualization using virtual desktop infrastructure (VDI)
- Reduced manpower and improved SLAs for service delivery
- Enhanced patient experience