



Major Public Hospital System

By partnering with Istonish for desktop infrastructure services, a major public hospital system realized significant cost savings and improved service levels allowing them to focus on key business initiatives.

Service Goals

- Establish measures to improve customer service (SLA's and key performance indicators)
- Improve time to repair
- Implement standardization for better consistency
- Provide scalable staffing model
- Increase overall customer satisfaction

Built Results-Oriented Desktop Support Team

After 7 years of successful IT project staff augmentation, the client evaluated many large national companies, and chose to continue and expand our relationship to a full outsourced desktop support model.

Keys to Success

- Dedicated personnel
- Single point of contact
- 24x7 on site support
- Pay for performance employee recognition

Conducted Full-Scale Assessment

- Desktop inventory, documented over 15,000 devices
- Analyzed trouble ticket system
- Analyzed skill set of existing team members
- Reviewed and assessed existing documentation



Results

- Exceeded all SLA's
- Customer satisfaction score: 4.5 out of 5
- Repeatable processes

Cost

Istonish lowered monthly cost of service to the client by 35% while completing critical projects and creating a customer focused environment.

Our flat-fee model creates a true partnership allowing the Istonish team to focus on service that improves patient care.

To learn more about Istonish, visit www.istonish.com

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