LMG LOUDOUN MEDICAL GROUP
One Group. Infinite Possibilities.

Industry

Finance

ITSM Challenges

- Limited customization options on old solution, with only one team member with the skills to make it happen.

- Integrations and costly portal options became required for success.

- Need the ability to assign and reassign tickets to appropriate team members.

Outcome

With Samanage in place, Lifecare International can easily classify problems and standardize problem escalation.

samanage

Better Experience and Better Service Begins with an IT Service Management Solution

Background

Loudoun Medical Group is one of the largest physician-owned, multi-specialty group practices in Virginia. With over 250 healthcare providers, 80 offices, and thousands of patients, the IT staff of 10 works to deliver unparalleled user support throughout the network, allowing the physicians to focus on providing excellent preventive services, health management, and procedures.

Challenges

Previously, the IT staff at Loudoun Medical Group was using Microsoft System Center Service Manager. "Service Manager was very complex and I was the only team member who had the ability to make changes and updates," said Tyson Hoffman, System Administrator at Loudoun Medical Group. "It was difficult because we were limited in what we could do, especially without a service desk portal to provide an easier way for our end users to submit request."

Hoffman and his team began looking into expensive portal options and integration options with Service Manager. "We needed to decide if it was worth it to make a large investment into a solution that we didn't love," said Hoffman.

The IT team at Loudoun Medical Group knew they needed to find the right IT service desk solution. "We had tickets that weren't getting assigned and falling through the cracks," said Hoffman. "We needed one place where we could get visibility into tickets coming in and getting them assigned to the right person for resolution."

It was also important to Hoffman to be able to empower his team to make changes and updates that were needed. The more they looked into other solutions, the less sense it made for them to invest anymore into Service Manager.

Solution

Once Hoffman and his team were free to look into new IT service management solutions, they expanded their search to include more features that would make their lives easier. The features of particular importance included:

- A service desk portal that allowed the IT team to track and consistently keep up with incidents.

- Asset management that would give their CIO visibility into hardware, software, and contracts throughout the Medical Group.

- Ability for the team to customize the system with ease.

- Cloud-based - no on-premise servers required.

"We wanted to make sure the next solution would be an easy transition and overall good experience for our end users," said Hoffman. Hoffman and his team found Samanage to have the most intuitive interface and service desk portal. Samanage also made it easy for end users to access with single sign-on integration options. "Through our trial account, I worked with the Samanage team," said Hoffman. "I had already set up everything on my own before the implementation call. I was pleasantly surprised how quickly I was able to get Samanage up and running."

"It's nice to leverage Samanage to do what I really want it to, which is make the end user experience the best it can be and ease some of the internal processes."

Tyson Hoffman
System Administrator

Benefits

The Loudoun Medical Group had always been limited when it came to customizing Service Manager to meet their needs, and Hoffman found that Samanage changed the game in allowing them to ensure that they are getting the information they need to be successful. SLAs were never a focus in the past with Service Manager, but it was always something Hoffman wanted in place. "Right away we set up a simple SLA that if no one from IT touches a ticket within an hour, we get an alert," said Hoffman. "It has made it so that I now know when our help desk needs help, with just a simple notification email. If we're falling behind I can see it quickly and reassign or look for backup on our team."

"Also, I have much more visibility into the team's progress and who is working on what ticket," said Hoffman. Before Samanage, Hoffman didn't feel comfortable having other departments using such a complicated system, there was just too much room for mistakes and errors. But, with little training on Samanage, the technicians and different teams can jump in and get to work on tickets. "With all of the notification settings in Samanage, I'm confident that all of the tickets are covered and assigned in the timeframe our users expect," said Hoffman. "Our team actually likes using a ticketing system now."

Previously Hoffman and his team never considered the option for different departments to use service catalog forms because Service Manager was so clunky and complex. With Samanage in place, Hoffman can easily see Human Resources using forms for new employee onboarding requests, and other departments streamlining their processes with forms. "The idea is to provide a better experience for the end users and a better class of service," said Hoffman. "We see Samanage going farther through the organization. It's nice to leverage Samanage to do what I really want it to, which is make the end user experience the best it can be and ease some of the internal processes."

We'd love our next success story to be the one we write together with you. Let us know how we can help at 888-250-8971.