

Supporting Healthcare IT Service Management

Client Case Study



Surrey and Sussex Healthcare
NHS Trust

SASH NHS Trust run East Surrey Hospital in Redhill, providing acute and complex services. A range of outpatient, diagnostic and less complex services are offered at several other regional hospitals. A major employer of around 5,000 staff, they serve a population of nearly 750,000 people. Reliable IT and support services are critical in providing this essential healthcare.

"Deploying Halo is the single best thing that the IT department has ever done to improve user perception"



49

HALO ITSM Agent
Licences (10 concurrent)



24/7

Operating Hours



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THE PROJECT

HaloITSM replaced an outdated build of Cherwell Service Management. The project was delivered using an Agile approach based on discovery workshops with stakeholders for each process / module, with configuration, demonstration, and further modifications where required.

REQUIREMENTS

- Service Catalogue
- Incident Management
- Major Incidents
- Service Request
- Problem Management
- Change Request
- CMDB (Asset Management)
- Supplier Management
- Supplier Contracts
- Self Service Portal
- Agent Chat
- Dashboards
- Reporting
- Knowledge

HALOITSM

THE OUTCOME

Phase 1 of the project went live on time and to budget, leaving time for further modifications. A further 9 licenses have now been added for the Information team, and a further 8 licenses are expected to be added for the PACS team very soon reflecting successful adoption and buy in.



**IT Helpdesk
Efficiency**



**Minimise Service
Outages**



**Lower IT
Operations Costs**

"We wouldn't hesitate to recommend iService Solutions to other companies"

CLIENT FEEDBACK

The client has stated that the perception of IT has improved, and that the HaloITSM deployment has been recognised to have been successful by all levels of staff.



Gains / Benefits

- For the first time, the self-service portal has enabled trust staff to raise incidents and service requests from a service catalogue, or search the knowledge base to access digital support.
- Available in or outside of core service desk opening hours.
- Self-service portal incidents and service requests have over doubled since the first month.
- Specifying mandatory fields on the portal enables the minimum data set to be captured for every ticket saving the service desk team significant time as they have the information needed up front.
- The 'with user' ticket status is a great feature, enabling direct contact and reminders through the ticket, negating the need for constant updates and increasing the productivity of the support team.
- Feedback is now provided to users in real-time, enabling continuous IT service improvement.
- Weekly feedback is displayed on the dashboard motivating the team to provide a first class service.
- The tiered service request process enables budget and management approval workflow efficiency.
- Ticket templates have reduced the time to raise tickets, enabling common calls to be quickly logged.
- Extensive reporting functionality provides contract expiry dates which are consolidated into a single report and given an unanticipated benefit of greater visibility and efficient contract management.



Experience working with iService Solutions

We have worked with iService for a number of years, supporting us with the Cherwell ITSM platform and now with HaloITSM. Their expert advice and knowledge during the Halo deployment enabled a smooth on-time implementation, going above and beyond to support us with the configuration of the system, via daily calls during our go-live week, meaning we met and exceeded our project drivers. iService Solutions continue to exceed our support expectations and the team are always available to take our calls for any advice or support we require. Our tickets are resolved in a timely manner and their willingness to join regular calls and their responsiveness to our support requests makes us feel like a valued customer.