



Beyond the Help Desk: IT Resource Tracking and Project Management Using One Flexible Workflow Solution

Alamance Regional Medical Center (ARMC) is a full-service hospital and healthcare system located in Burlington, North Carolina. ARMC is unique in its commitment to adopting the latest technologies to continuously improve its standard of care. The hospital features a range of advanced, high-tech services, with a state-of-the-art facility, comprehensive cancer center, extensive cardiac services, two-track emergency room and a highly trained staff.

The Challenge

Reduce skyrocketing upgrade & maintenance costs

ARMC recently invested in a multi-million dollar patient care package that included remote access, enabling doctors to conduct hospital functions and communications from any location. To ensure the new system ran smoothly, the hospital's IS department recognized the need for an internal help desk tool which would track issues and problems and offer fast, on-demand user support.

The hospital had been using a Microsoft® Access database to manually track calls, which had proven to be cumbersome and inaccurate. The process of entering information was long and arduous, and it was impossible to track the history of any given project or task. In many cases, some crucial items never made it into the database, and simply got lost in the shuffle.

ARMC had recently replaced its database system with Network Associates® Magic Help Desk® (previously called Support Magic) an automated support application that was more sophisticated. However, this required extensive administration and maintenance. As the costs to upgrade and maintain the system skyrocketed, the hospital began to search for alternatives.

IN BRIEF

Industry
Healthcare

Challenge

Implement a single, web-based tool that cost-effectively tracks, manages and reports on internal support calls, as well as IT network projects and tasks

Solutions

- Numara FootPrints

Business Application

- IT Help Desk
- Multiple Project Management

Key Features

- 100% web-based platform reduces support and management costs, without hands-on administration
- Easy installation, maintenance and administration at a lower cost than other complex tools
- Integrated email capabilities save time and improve accuracy for all internal and external communications
- Intuitive and easy-to-use without programming
- Customizable web forms and pull-down menus to easily adjust colors, languages and more

Benefits

- More than 5,000 calls managed in one year: Ten to fifteen projects are entered and tracked per week
- Entering, managing and tracking calls and projects is simple to do
- Information is always available – saving time, improving accuracy and speeding response times
- Advanced reporting offers a complete picture of call volume and open tasks – streamlining workflow and management activities
- Issue and project histories can be referenced at all times to ensure that nothing gets lost or falls through the cracks

The Solution

15-minute set up and running full capacity in less than 1 week!

Numara® FootPrints® provided ARMC with a 100% web-based solution to automatically track, manage and report on all types of issues and activities. Its web architecture and functionality reduce support and management costs,

offering fast, simple installation without the complexity and hands-on administration required by other tools. ARMC's initial installation of Numara FootPrints took a mere 15 minutes. Real-time set-up help made it easy for users to understand the software's many capabilities and how to leverage them.

Including customization, the entire system was up and running and in full use in one week – without any programming, database administration, consulting or training. "Everything with Numara FootPrints has been a snap, from the initial installation to all subsequent updates," said Andy Geringer, Network Administrator. "Simply put, the software is extremely easy to implement and use."

Using Numara FootPrints' built-in database, ARMC seamlessly imported its existing address book information from Microsoft Exchange, making all current contact data centrally available via the web. All updates and changes are made directly within Numara FootPrints. The software is loaded onto a central web server, so users can instantly access and share information from any standard web browser, at any location. No client software is needed.

"Prior to Numara FootPrints, we had no way of tracking how many calls we had, let alone making sure they were all properly handled and closed out. Now, we can easily monitor our overall call volume, as well as the status of each call. Everything is tracked and managed from start to finish, so there are no delays or lost calls."

Andy Geringer
Network Administrator
Alamance Regional Medical Center

Key Features

A flexible, web-based solution that could be used in other business operations

According to Network Administrator Andy Geringer, ARMC's requirements for a help desk solution was that it be web-based, and that it could minimize the high costs of the hospital's current system.

"We wanted a web-based system that was easy to install, administer and use, and could reduce our support and maintenance costs," said Geringer. "Numara FootPrints met this basic requirement, but also offered a level of additional flexibility that we didn't see in any other solution. Once we saw how Numara FootPrints could be extended to streamline our business operations beyond the help desk, this flexibility became a critical component of our product search."

"We looked at all the major products in the market and they were all much more limited," said Geringer. "Numara FootPrints was the only solution that could truly accommodate all of our needs."

Other key factors that drove ARMC's decision to use Numara FootPrints were its affordable price tag and extensive customization features. The software can be easily customized to individual and organizational requirements using simple web-based forms and pull-down menus.

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Andy Geringer
Network Administrator
Alamance Regional Medical Center

Who are we?

Numara Software is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara FootPrints and Numara Track-It! collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.



freedom
to simply **choose**
the right solution for you