



### EasyVista Contributes to Stellar IT Service Within Agnesian HealthCare's Award-Winning IT Organization

#### **About Agnesian HealthCare**

Sponsored by the Congregation of Sisters of St. Agnes, Agnesian HealthCare is a locally based, not-for-profit integrated healthcare system headquartered in picturesque Fond du Lac, Wisconsin. The organization's mission is to provide compassionate care that brings hope, health and wholeness to those it serves while honoring the dignity of patients at every stage of life. Founded more than 120 years ago, Agnesian HealthCare provides health services to residents across Wisconsin through a collection of respected hospitals, medical centers, clinics, laboratories and senior assisted living centers.

#### The Business Case for Service Management

For many years, Agnesian HealthCare maintained an outsourced model for its IT operations. Three years ago, the health services provider's CIO, Nancy Birschbach, drove the decision to insource the IT organization with a goal of delivering stellar service to the many people it served—from doctors, nurses and support staff and to patients and their families. Birschbach championed the idea of putting all of these customers at the center of every decision—a focus that has paid dividends as the organization expands.

#### Centralized ITSM for Greater Service Visibility

In late 2013, EasyVista became the first service desk software solution to be brought into the newly insourced IT operation. Today, a 13-person service desk team uses EasyVista to manage all of its IT tickets—a monthly average of 700 service requests, 2,500 incidents and 35 change orders. Centralizing this activity has been a game-changer,

#### SERVICE MANAGEMENT VITALS

##### Agnesian HealthCare

- 4,000 employees
- 102-person IT team
- 13-person service desk team
- 3,200+ services tickets processes each month

*"Our ticket counts are actually higher this year than last but we are getting more efficient with EasyVista and we now cover more ground with less effort."*

**Jeff Ruedinger**  
IT Service Supervisor  
Agnesian HealthCare

# Customer Success Story

according to Jeff Ruedinger, IT Service Supervisor of Agnesian HealthCare. “EasyVista makes it much easier for our teams to communicate as tickets move through the process. At any point in time any of us can see the full picture embedded in every record,” said Ruedinger. Continuity is especially important given that the organization’s service desk is a 24/7 operation. “There are staff that I don’t see during the week but I can still quickly discover the status of any ticket at any time,” he explained. “I like to tell my team that if it’s not in the ticket, it didn’t happen.”

## Automated Workflows Increase Speed of Service

Ruedinger and his team have been impressed with the power of EasyVista’s automated workflow capabilities. “We can launch multiple tasks off a ticket at the same time, which means faster response rates,” he said. As an example, when new hires join the organization, a number of hardware and software assets must be provisioned quickly. “With these intelligent workflows, the service desk can take care of email and active directory while IT gets the PC ready and installs other applications,” said Ruedinger. “This has accelerated onboarding for our new hires so they can have everything they need on their first day.”

## Cloud-Based ITSM Offers Simplicity

The service team at Agnesian HealthCare chose to use EasyVista’s SaaS-based ITSM solution, citing ease of management as a significant benefit. “Pushing our solution out to the cloud makes so much sense. EasyVista is responsible for making sure the solution is working, they manage the software updates, and they ensure the integrity of the system and the data,” said Ruedinger. “We can focus on service delivery and taking care of people’s needs instead of spending time on the mechanics of managing software.”

## Dashboards Expose Opportunities for Efficiencies

Agnesian HealthCare’s service desk team recently completed a dashboard within EasyVista so they know how many tickets are open at a given time and how many have closed. “We can look at the dashboard and know if we had a busy day or not,” said Ruedinger. “Then I pull the tickets every month and report out to everyone where we are on a macro level.” One pleasant surprise that the dashboard has revealed is that Ruedinger’s team has been able to handle more tickets this past year than it did the year before while feeling less busy overall. “Our ticket counts are actually higher this year than last but we are getting more efficient with EasyVista and we now cover more ground with less effort.”

## Why EasyVista?

Agnesian HealthCare reviewed a number of the leading ITSM vendors before it made the decision to partner with EasyVista. The team felt strongly that EasyVista’s workflows and hosted environment were a good fit for Agnesian HealthCare’s needs.

## RESULTS

- Greater efficiency with workflow automation
- Accelerated ticket resolutions
- More tickets managed—with less effort
- Simplified management with a cloud solution

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## Next Steps

Looking forward, the team is interested in building more automated workflows into the service management process, adding intelligence that reduces the need for manual tasks and accelerates service outcomes. As an example, the team's new hire workflow will need to grow, its questionnaires will expand, and reporting be further developed.

Ruedinger is pleased that the wider IT team—and even people from other lines of business—are starting to feel the difference that EasyVista has made and they are suggesting other ways to use the software. “In the last few months we've had several people come to us and say, ‘Can EasyVista also do this?’” For instance, one person wanted to explore how EasyVista workflows could be used to prompt for all the right questions about electronic health records access.

## A Deep Service Mentality

The biggest testament to the progress Agnesian Healthcare's IT team has made came in November of 2015 when Healthcare IT News named the healthcare provider to its list of the Best Hospital IT Departments. “This was a big feather in our cap across all of IT, including those of us at the service desk, and we are honored to receive the service recognition award,” said Ruedinger.

What is certain is that the service-oriented philosophy of the healthcare provider's IT team has made all the difference, according to Ruedinger. “We call everyone customers, not end users. Regardless of whether they are a doctor, a patient or a food service profession, we treat everyone with the same respect and we do everything we can for them.”