

CUSTOMER SUCCESS STORY



NATIONAL HEALTHCARE CORPORATION NAVIGATES THOUSANDS OF TICKETS A MONTH WITH EASYVISTA SERVICE MANAGER OXYGEN UPGRADE

ABOUT NATIONAL HEALTHCARE

National HealthCare Corporation (NHC) has been providing senior care for more than 50 years. NHC currently operates 75 skilled nursing centers, 24 assisted living communities, a behavioral health hospital, five retirement communities, and 35 homecare agencies. Other services include memory care, long-term care pharmacies, hospital, rehabilitation services and management and accounting services to third parties. NHC is recognized nationwide as an innovator in the delivery of quality senior care.

STATISTICS

- National HealthCare Corporation Supports over 17,200 users
- National HealthCare Corporation averages over 2,775 tickets monthly
- Customer since 2018

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Janice Campbell
Systems Analyst, NHC

THE CHALLENGE

The team at NHC has over 17,200 users and processes over 2,775 tickets on average per month. They needed a solution that could address both IT service management and facilities requests quickly and accurately. Users who were looking to create tickets and send them to the support desk were lacking in training, resulting in additional calls to the service desk. Further, technicians were struggling to reclassify tickets properly and were facing issues in approving tickets and quickly understanding the timeline of each service desk ticket.

THE SOLUTION

National HealthCare implemented EasyVista Service Manager to address their ticketing needs. After speaking with the EasyVista team, NHC decided to upgrade to EasyVista Service Manager's Oxygen upgrade with **Service Apps**, which enable you to codelessly build purposeful, intuitive, responsive applications, portals, and dashboards. The move to Oxygen included a few important fixes and customizations for the NHC team, including:

- Adding a field called “Email Reply Time” to the Actions list to update the date and time of the last email that came in for a particular ticket.
- Updated navigation toolbars
- Filters for column line items
- Infinite scroll features for incidents and service requests rather than clicking arrows to change pages
- Upgraded Filter and View functions
- New layout and color options
- The creation of a dashboard to show promoters and detractors of the service team to gauge user satisfaction

THE RESULTS

With EasyVista Service Manager and the Oxygen upgrade, National HealthCare found that it was easier to train both end-users and technicians on how to use the software to submit, track, and manage tickets than with previous service management solutions. Further, EasyVista's Professional Services team created customizations to address specific needs presented by the team at National HealthCare. For example, EasyVista created the addition of Email Reply Time in the Actions list now enables technicians to view information in one screen without multiple clicks.



Additionally, with the implementation of EasyVista Service Manager's Oxygen platform combined with Service Apps, the NHC team found that it was easier to filter and locate incidents and service requests. Further, the navigation tool helped technicians process tickets.

When technicians can navigate and process tickets more quickly, EasyVista customers may see a major optimization in time and costs.

For example, if each ticket takes even 30 seconds less to process, NHC could possibly see a savings of about 23 hours per month. If the processes take even one minute less time to process or review, that may potentially result in over 2,775 minutes being saved each month. In other words, if the move to Oxygen saves even one minute per ticket, technicians will save an average of 46.25 hours processing tickets – that is over one full time work week.

National HealthCare was also able to access custom dashboards, including a dashboard showing the promoters and detractors of the service team (Customer Satisfaction, CSAT) so that they could easily identify areas to address and improve for better customer satisfaction.

“Thanks to the hand-holding by our EasyVista consultant, Kent Shiver, our migration to Oxygen went without a hitch,” says Janice Campbell, Systems Analyst with NHC. “We were given tasks to perform, we met with our EV consultant for status updates, and had availability for all questions, variances, etc. that needed to be discussed or fine-tuned.”

In future months, National HealthCare plans to expand the use of EV Service Manager to other departments including expanded facilities requests.



To learn more about how EasyVista’s Service Manager and Service Apps with the Oxygen upgrade can help you, [click here](#).

ABOUT EASYVISTA

EasyVista is a global software provider of intelligent solutions for enterprise service management, remote support, observability, and self-healing technologies. Leveraging the power of ITSM, Self-Help, AI, background systems management, and IT process automation, EasyVista makes it easy for companies to embrace a customer-focused, proactive, and predictive approach to their service and support delivery. Today, EasyVista helps over 3,000+ enterprises around the world to accelerate digital transformation, empowering leaders to improve employee productivity, reduce operating costs, and increase employee and customer satisfaction across financial services, healthcare, education, manufacturing, and other industries. Learn more at www.easyvista.com.