



CUSTOMER SUCCESS: HEALTHCARE

Nationwide healthcare system partners with Compucom to deliver outstanding technology support so they can focus on top quality patient care.

Solution:

Device Lifecycle Services, Digital Support, Field Support, Modern Device Management, Projects and Professional Services

Challenge

This large Canadian hospital was unhappy with their previous vendor due to gaps in SLAs and reporting. They were looking for a partner who would be more accountable for results.

Action

We partnered with them to provide services in all our core delivery areas, including Service Desk, Onsite/Deskside support, Lifecycle, EPM, Network/SOC, ITSM processes, and multiple refresh projects (including both PC and network). That comprehensive approach has had multiple benefits:

Simplified governance – a single partner simplifies and streamlines their internal organization, providing more flexibility than if working with multiple vendors

Streamlined process – lifecycle services make changes simpler; IT-facing conversations can be accomplished in 1 meeting per week

Knowledge – a 360-view of the environment allows us to approach issues from all angles, with a dedicated team covering multiple services we can prioritize and respond quickly since we know our customer's most critical needs

Collaboration – support for tools connecting the organization are integrated with our services

Results

Our relationship makes the difference. We know all the players. Desk side support understands both the users and the environment, so we have a better understanding of what is most business-critical. And accountability is strong. Because we are integrated, needs, issues, and escalations are more easily communicated. Our account CE says it like this: "It's a white-glove service. With Compucom taking care of their IT needs, our customer's staff can focus on patient care."

