

Customer Success Story



Monitor 24-7 Inc.

Gamma-Dynacare
Medical Laboratories



Project at a Glance

About the Customer:

<i>Type:</i>	Gamma-Dynacare support tens of thousands of patients, healthcare professionals and public and private sector clients with the efficient collection and transportation of specimens, accurate testing in our state-of-the-art laboratories and prompt reporting of results.
<i>Volume (per year):</i>	19,264 incidents, 2,431 service requests, 468 change requests. 20,807 requests emanating from other processes.
<i>Equipment supported:</i>	Approximately 1,400 client-side devices including desktops and laptops; about 300 servers.
<i>Staff Supported:</i>	2,500 employees.

The Challenge

Gamma-Dynacare was in growth mode, with the acquisition of 2 - 3 new companies each year. The company's existing help desk supported only incident and change processes. There was no way to handle and distinguish between internal/external service requests, incidents and a custom process. Gamma-Dynacare needed a full-featured and configurable IT service management solution.

The Results

With IncidentMonitor™, Gamma-Dynacare improved efficiency and data accuracy by allowing end users to submit requests using service catalogs/electronic forms within the web portal. IncidentMonitor™'s flexible, modular architecture allowed Gamma-Dynacare to support multiple processes and improve business functions within the organization. The result was reduced turnaround time, increased service level achievement and improved management of multiple business processes.

Key Benefits

- Improved management of incident, change and service request processes.
- First Call Resolution (FCR) increased from 4% to 56%
- Average request turnaround time for incidents dropped from 216 hours to 25 hours
- Significant increase in service level attainment.

Business Profile

Gamma-Dynacare is one of Canada's largest and most respected providers of laboratory services and solutions, with more than 50 years of experience serving Canadians. Gamma-Dynacare operates 200 Patient Services Centres in Ontario, Quebec, Manitoba, Saskatchewan and Alberta. Clients include 10 million patients, more than 15,000 healthcare professionals, governments, regional health authorities, hospitals, long-term care facilities, clinical trial sponsors, employers, insurers and other laboratories.

IncidentMonitor™ Helping Manage Gamma-Dynacare's Growth



When Ryan Davies first joined Brampton, Ont.-based health solutions provider Gamma-Dynacare in June 2012 as the Manager, Information Technology Services, he faced many challenges.

The company's previous help desk software solution was extremely limited, capturing just two processes - change and incident - and within the incident process, there was no way to differentiate between service requests, incidents, external service requests and master file management requests.

There was no way to automatically route requests to the appropriate person. Davies says tickets were manually created, but they sat in a virtual queue, so were not even assigned to anyone. That process was entirely manual and it was done by just one person.

Given that Gamma-Dynacare was in acquisition mode - adding two or three new companies annually - Davies' department needed to be ready for an increase in the number of change requests, systems integration and validation testing. Clearly, they had outgrown their old IT service manage-

ment system (HEAT), and it was time for a change, he says.

"What I determined is we needed a full I.T. service management solution and HEAT was just not going to provide that," Davies says.

The company wanted a system that featured advanced business rule definitions which would spur an action when a ticket is created. For instance, an email would be sent to the person who is assigned to the ticket as well as to the contact that submitted it. Perhaps a script would

run or the ticket would have its status updated after a set amount of time. Davies said they wanted to add service targets with notifications either at breach or warnings beforehand that would remind staff to resolve the ticket.

Davies says under the old system, tickets often ended up in limbo - only to be discovered if they ran a specific report to seek dead tickets. So there were many instances when tickets were not being addressed simply because no one knew they existed.

IncidentMonitor™ is a Truly Modular Solution

After evaluating HEAT, ServiceNow and Monitor 24-7's IncidentMonitor™,

Gamma-Dynacare opted for IncidentMonitor™ for three key reasons, Davies says: its modular nature; bang for buck; and cost certainty.

He said that fact that any process can be included in IncidentMonitor™, each process can be segregated and that if you change one process, you're not going to affect the rest of the system, made IncidentMonitor™ a truly modular system.

"It's one of the least expensive ITSM systems I've ever seen that does as much as it does," Davies cited as one of the product's biggest allures.



The other factor that sold him and upper management was the guarantee of improvements and progress given that all future upgrades and enhancements are included within the support cost of IncidentMonitor™.

Another key for Davies, who is ITIL v3 certified, was going with a product that had the same certification - as IncidentMonitor™ does. He's a big believer in this process standard because based on his experience implementing it in multiple companies "it's proven it works," he says.

Davies, a long-time Monitor 24-7 customer who has undergone multiple implementations through his career, believes in the company because it has a tendency to assess where the industry is going and tries to get there ahead of the curve.

"For instance," he says, "the self serve portal has improved by leaps and bounds even within the last three years."

It's IncidentMonitor™'s architecture that Davies truly appreciates, given that it works for him - not the other way around.

"The system fits your process, rather than the process having to be changed to fit into the system," he says.

Davies says that Gamma-Dynacare experienced immediate benefits upon implementing IncidentMonitor™ in December 2012.

"As soon as we set up the system we had a 100 per cent confident picture of what an incident was. We didn't have to guess, we didn't have to filter, and we didn't have to do anything. An incident was an incident."

This allowed the system to automatically route tickets to the appropriate people, which, Davies explains, follows ITIL methodology of getting the request into the hands of the people that can deal with it as quickly as possible.

IncidentMonitor™ Dramatically Improves Resolution Times

As a result, first level resolution - which was just 4 per cent at the end of July 2012 prior to the implementation - has soared to around 56 per cent. Davies said his goal is to be much higher, but now that they're ruled out the service desk system as being the problem, it became much easier for him to make the case that more resources were required.

Based on that data, Davies was able to hire another service desk analyst.

Resource planning isn't the only area that is improved now that Gamma-Dynacare knows more about itself. IncidentMonitor™ allows the company to quantify the number of emergency changes that are done, "which allows us to make more informed business decisions," Davies says. Do they need to do more or less testing or do they need to focus on documentation? This data was not captured under their previous system, so there was no way of knowing.

Their change management process also benefited greatly as Davies revamped the entire process with new electronic forms, based on ITIL standards and best practices.

Under HEAT, he says, "I couldn't tell you how many changes were successful. I couldn't tell you how many changes backed out. I couldn't tell you how many changes were cancelled and I couldn't tell you how many times the change process failed or how many emergency changes we had."

Now, Gamma-Dynacare can track and report on this data.

As a company, Gamma-Dynacare is definitely leveraging IncidentMonitor™'s functionality. In 2013, it dealt with 19,264 incidents, 2,431

service requests and 468 change requests, while its Master File Management group had another 8,684 tickets and 12,186 tickets emanated from the Business Connectivity Services group.

Some of the other quantifiable results Gamma-Dynacare has experienced since implementing IncidentMonitor™ include:

- Average turnaround time for incidents dropped from 216 to 100 hours, and then dropped to 25 hours the month after another person was hired on the service desk.
- Under Heat, the department was reaching Service Level Agreement (SLA) targets for priority three issues (240 hours) 64 per cent of the time; under IncidentMonitor™, that SLA target has been tightened to 72 hours and is being reached 74 per cent of the time.
- Average turnaround time for service requests - which was unknown under the old system - is now around 90 hours.

IncidentMonitor™ Helping Improve Other Business Functions

Davies says the customer service group has enjoyed "big, big success" with IncidentMonitor™ by being able to capture clinic address changes from doctors. Previously, staff would talk to the doctors on the phone and then write an email to get the system updated, but now - thanks to IncidentMonitor™'s self-service portal, they simply open an online form that's essentially a checklist of everything they need to ask the physician - thereby massively improving efficiency and accuracy.

About Monitor 24-7 Inc.

Monitor 24-7 redefines service management with a full-featured out-of-the-box service desk and customer-facing business process.

The award-winning IncidentMonitor™ delivers state-of-the-art business processes and intelligent workflow capabilities in a fraction of the time and at a fraction of the cost of other solutions. IncidentMonitor™'s single platform approach does not require expensive customization or additional modules.

The ITIL (IT Infrastructure Library)-compatible IncidentMonitor™ open framework allows for rapid implementation of enterprise level service desk capabilities without being tied to legacy systems or costly customization. For more information please visit www.monitor24-7.com.



Davies says that even some of the less tech-savvy staff raved about how easy this system was to use.

Since implementing IncidentMonitor™, Gamma-Dynacare has been finding more and more ways to integrate the product into other business functions. For instance, data from survey cards collected from their patient service centres is now being captured within the system, allowing the company to receive key performance indicators (i.e., staffing levels, staff performance, etc.) based on where the card came from, the date it was collected and the rating given.

"The business now has a completely clear view of what is happening in our 200+ patient service centres that they had no visibility on before," Davies says.

Next up, the company plans to use IncidentMonitor™ as the back end of an exciting project they're calling the Idea Generation

Engine. The goal is to give the company's 2,500 employees a means to submit suggestions that will be automatically routed by the system to the appropriate department. As the suggestion goes through its life cycle of consideration, adoption, creation and rollout, the person that had the idea will be automatically kept in the loop through the ticket system.

"This project has the potential to be huge from an employee engagement and job satisfaction standpoint", Davies says.

"We're going to mine an untapped resource," he says.

Davies has been thrilled with the support Monitor 24-7 provided both during and since the implementation.

"They don't give you any excuse to leave, because anything you're missing you just ask for."

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