

>> Rigshospitalet

Better and More Efficient User Support with Remedy



Rigshospitalet

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Customer profile

Rigshospitalet is a highly specialised hospital which has tasks within patient treatment, research and development, and training. Rigshospitalet has national and regional responsibilities within all medical specialities apart from dermatology, occupational medicine and child psychiatry. Rigshospitalet is part of The Capital Region of Denmark – one of five administrative units in Denmark. The Region provides among others healthcare, mental care, regional development and research for 1.6 million people – approx. 30% of the population. Next to Rigshospitalet is the Panum Institute with the Medical Faculty of Copenhagen University. This secures close cooperation on research and development. Rigshospitalet has about 1,100 beds and there are more than 60,000 admissions and 400,000 outpatient visits every year.

Initial situation

Rigshospitalet is one of the largest and most complex IT organisations in Denmark. They support almost 10,000 IT users, 5,500 fixed PCs and 1,500 laptops, more than 1,500 printers, 1,800 PDAs and 350 different applications. Since patients' lives depend on the IT applications, they are extremely critical. Rigshospitalets service desk works 24 hours a day, 365 days a year. Every year, they receive approximately 80,000 calls from users.

Until 2008, Rigshospitalet handled their case administration with a custom build Lotus Notes system that merely functioned as a registration system. One of the major problems with this solution was that it allowed registering the same type of incident in several different ways. Therefore, it was almost impossible to match incidents and solve them consistently and quickly. Changes and upgrades to the system were heavily expensive and had to be specially developed.

Finally, the old system did not offer any management reporting tools. All reports had to be generated manually, which made it very difficult and time-consuming to keep track of solution times and service level agreements with Rigshospitalet customers.

Implementation

In order to improve their efficiency and the quality of their service, in February 2008 Rigshospitalet implemented Remedy as their over-all service management system. According to Torben Kristensen, head of Rigshospitalet's service desk, Remedy is now used to handle all tasks in the service desk. "We have almost 10,000 IT users who can call us 24 hours a day, 365 days a year. With Remedy we now have a solid and versatile tool that our management, our employees and I are very satisfied with. With Remedy, our service desk can provide better, faster and more uniform case administration. We now have a better overview of our work, and we are able to measure and prioritise our efforts very precisely in relation to the service goals and KPIs that are stated in our service level agreements."

One of the main advantages Remedy has provided in terms of increased efficiency is the fact that all incidents and problems are now being registered in the same place and the same manner. Support staff can now easily find the right templates in Remedy with documentation and information on how to solve the specific incident.

"MATERNA has helped us get started with the entire Remedy implementation," Torben Kri-

stensen continues. "Now we have all processes under control with one single coherent IT solution that ensures that all employees follow the same standardised working procedures, and that all documentation always can be found in the right place. So now, we solve all tasks more quickly, uniform and systematically than ever before. And additionally, we have gained a much better overview of the tasks we solve, and how much time we spend solving them."

Advantages

- Increased efficiency – double workload with fewer resources
- Better, faster and more uniform and systematic case administration
- Total overview of performance in relation to KPIs and service level Agreements leads to better prioritisation of efforts
- Better management reporting
- All information and documentation is now located in one single place – in Remedy