

IT help desk

Cook Children's implementation of Salesforce Service Cloud produced a happier, more efficient Help Desk and far more satisfied users.

Cook Children's is one of the country's leading integrated pediatric health care delivery systems. Based in Fort Worth, Texas, the non-profit organization includes a nationally recognized Medical Center, Physician Network, Home Health Company, Health Plan, Health Foundation and Health Care System.



Numbers

170
new
Service Cloud users after implementation

6K
portal
Users at highest volume

30
employees
At the 24x7 Help Desk now more productive and accountable

Challenge

The IT organization at Cook Children's Hospital in Fort Worth comprises 160 professionals across the Cook's network. The team of 20-30 employees who operate the 24x7 Help Desk struggled with a support system that was difficult to use and not flexible enough to meet changing business needs. The customer portal had low user adoption that resulted in more phone calls than necessary and poor cell phone connectivity caused a need for pager and text message interaction. Cases were passed between departments without resolution and there was no central dashboard for IT update schedules, workflow or status. Executive management elected to move to Salesforce.com Service Cloud for Cook's various call centers. Cook Children's Health Care System required a partner that could expertly implement the Salesforce Service Cloud.

Solution

Astadia implemented Salesforce Service Cloud for Cook Children's to support 170 service cloud users and 6,000 portal users at high volume. Several layers of workflow and notification processes were implemented to keep team members informed of case reassignments, to alert IT to a high priority case, and to update users via text, if preferred. Service Cloud helped support an enhanced Help Desk through a visual calendar fed by change events, Chatter

Services

- Service Cloud Solutions
 - Help Desk Portal
 - Case Management
-

collaboration for change management and approvals, knowledge sharing via agent console and portal and improved triggers for provisioning new employees.

Results

Cook Children's Health Care System gained an enhanced Help Desk with greater efficiency, improved standards for customer service and better experiences for both technicians and users. The benefits resulting included:

- More consistent answers provided by agents to users due to the shared agent portal and expanded knowledge base
- More satisfied users and callers
- Improved agent productivity and accountability
- Better collaboration and change management through use of Chatter
- Faster and more accurate on-boarding of new employees

To learn more about how our salesforce.com solutions have delivered real-life results for our clients, go to astadia.com.
