



Customer Case Study



Santé Health Systems is a large healthcare management services organization providing IT and technical support across 16 geographically dispersed sites in California. The Giva Service Management Suite™ including Giva® eHelpDesk™, eKnowledgeManager™, eChangeManager™ and eAssetManager™ was deployed in the cloud as the internal IT service desk.

Results

When compared with Front Range Solutions HEAT®, the Giva Service Management Suite resulted in a:

- ✓ 80% increase in productivity by using Giva's dashboards and reports
- ✓ 60% increase in meeting service level agreements

- ✓ 50% increase in productivity by using Giva's integrated custom forms
- ✓ 45% increase in the number of the calls logged due to Giva's intuitiveness and ease of use
- ✓ 40% increase in productivity of IT personnel traveling between 16 sites

The Challenge

By Juan Carlo Muro
IT Director, Santé Health Systems

We provide IT and technical support across 16 geographically dispersed healthcare sites, so we know the challenges of supporting physicians and medical professionals delivering healthcare services. We are also associated with three major hospitals in our area.

Providing technical support for physicians requires the ability to quickly identify, troubleshoot and solve problems, so an optimal IT service request tracking system is critical. Before Giva we used FrontRange Solutions HEAT. However, significant IT issues were falling through the cracks over and over again. This is not tolerable in our organization given our goal of delivering

the highest quality medical care possible. HEAT was managed and maintained by another entity, making it difficult to customize dashboards the way we wanted to view time-sensitive and critical service management information. The reports were difficult to access and generate without technical training. FrontRange HEAT is also very complex and not easy to use—it required too many mouse clicks and keyboard strokes just to create or update a service request. The system was also difficult to customize the way we wanted to use it—most customizations required a written specification and trained consultants for coding. The more we learned about Giva, the more we understood that we did not have to invest this time and money for the functionality and the customizations we wanted.



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The Solution

We were intrigued by Giva’s cloud based service right from the first time we began evaluating it. It was very easy to get started, and we worked with a technical specialist for only just a few days in order to fully customize Giva the way we wanted it. Also, the workflow is natural and intuitive. By the end of a 30-day production trial, our entire team was fluent with Giva. The Giva cloud based product is a much simpler product to set-up, use and maintain.

We experienced a 45% increase in the number of the calls logged using Giva as compared to FrontRange HEAT due to Giva’s intuitiveness and ease of use. It is so easy to log service requests with only a click or two, that even when technicians are very busy, they can still quickly log service requests so we know that we are capturing all activity.

Also, we can now more easily communicate directly with our physicians and staff. Previously we had to work in two systems at the same time: FrontRange HEAT and Microsoft Outlook® email. Now, our technicians can send and receive emails while working only in Giva. We can add a note to a service request and that can effortlessly be sent to a user in an email. Any email replies from users are automatically copied into the related service request and viewable in a dashboard for quick follow-up action, if necessary. IT technicians only have to work in Giva, and our physicians/ staff use Outlook.

We experienced a 50% increase in productivity by using Giva’s custom forms that are integrated with service requests to prompt technicians to ask important questions the first

time they speak with users. As a result, our problem documentation has improved, and we quickly obtain information that second level technicians may need for trouble shooting. These custom forms are preconfigured so all technicians are asking the same questions or providing the identical standard answers for improved service consistency, and technicians do not have to remember all of the details. After selecting the appropriate category, the associated questions, standard answers or procedures appear on their screen. We were not able to do this in FrontRange HEAT. In Giva, customizations can be done in minutes without any coding or scripting. This has allowed us to bring new technicians up to speed faster since Giva acts as their “trainer” with the standard answers/scripts and troubleshooting tips.

As a result of productivity increases, we have also experienced a 60% increase in meeting our internal resolve-time service level agreements (SLA). Increased SLA compliance directly translates into higher customer satisfaction. As a healthcare organization, our IT team is run efficiently and in a very lean manner. Giva has helped us significantly decrease labor hours for a number of manual processes and workflows, which enables us to focus more time on quickly solving users’ problems.

The Giva reporting module is more comprehensive and an order of magnitude easier to use when compared with FrontRange HEAT reporting. Due to complexity and the lack of an intuitive interface, I could not run most HEAT reports by myself. I had to ask a technical resource for assistance. FrontRange HEAT

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requires knowledge of SQL and the associated tables. Even with a technical resource, a significant amount of time was required to generate reports. It was difficult for me to obtain information exactly when I needed it, or ad hoc information when I was trying to brainstorm with some other IT executives. With FrontRange HEAT, I only could run a few reports on my own, but to obtain any meaningful trend information, I had to obtain technical assistance.

There is an extraordinary amount of functionality in Giva Reports that allows me to be much more productive. I can quickly find a report that I want from the different report categories that are available out-of-the-box. I can easily select the filtering criteria that I want to run and instantly get real-time results. We like the ability to save different reports with our custom filters and use them over and over again. We also like how we effortlessly we can create CSV and PDF versions of all reports along with the associated graphics. We can also email these files right from within the report interface or have reports automatically emailed to us on a scheduled basis. I can do this all on my own without a FrontRange HEAT report “Guru” which I used to need.

The Giva dashboard has made me 80% more productive as compared to when I was using FrontRange HEAT as I can now see exactly what is going on across our 16 sites that we service. I do not have to wait for staff meetings to obtain information and updates as I can just glance at the Giva dashboard. The Giva dashboard allows me to monitor the problems physicians/staff are having, how these are being resolved, and the productivity of my IT

department. The intuitive green, yellow and red warning system helps us better prioritize our work and allows us to immediately address service requests that are most overdue. With Giva, now nothing falls through the cracks.

Moreover, the Giva Tsunami Service Request™ allows me to quickly see major outages at any of the 16 sites that we support. We are now able to take rapid action on these outages since we have real-time information. If major infrastructure is down, physicians cannot be productive and are unable to provide care to their patients. We currently have sites that have transitioned to e-health records, so it is important that their network and application infrastructure is always up and running. If there is a problem, Giva helps us quickly address it. The Giva Tsunami Service Request has increased our productivity by over 50% with respect to handling site-specific outages, and with Giva’s dashboard critical issues are no longer overlooked even during a hectic day with a high volume of IT support calls across all our supported sites.

Giva has increased our technician productivity by over 40% for those that travel between our 16 sites. Since Giva is a cloud application, we do not need a software client installed on the desktop to access the system. With Front Range HEAT, we could only access it from a PC with a HEAT software client installed, so it is radically more limiting. My IT team can access Giva’s cloud based product from any device with an Internet connection, including smart phones, which my team uses to add notes and close service requests, now keeping them more up to date. I especially like using Giva

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“The Giva Tsunami Service Request has increased our productivity by over 50%.”

on my iPad while I am going from meeting to meeting throughout the day. Also, when I am commuting and at home, I can glance at my iPad to quickly obtain a dashboard view of our service requests.

Selecting Giva was an excellent choice for Santé Health Systems. Compared with Front-Range HEAT, Giva is more intuitive, easier and faster to customize, more functional, and has outstanding reports and dashboards. Giva’s professional services team and the ongoing technical support is superb. After a support request is opened, Giva contacts us for more information, if needed, and consistently nudges and reminds us to follow up and provide all the information they need, so that our questions can be resolved in as timely a manner as possible. We never get this kind of focus and deliberate follow-up from other software vendors, and so we are extremely pleased. Our requests for technical support are always immediately acted upon and quickly closed. We can access reports to monitor if Giva is meeting their contractually committed SLAs for support requests, and they always exceed the level of support mandated in our contract by a wide margin. Giva has also listened to our requests for product enhancements: they have implemented a number of our suggestions for improvement, and our account manager consistently spends time with us making sure all is working well. Giva’s technical support organization is focused, deliberate, competent, and takes immediate action when needed. In summary, Giva’s technical support is many times better than what we received from FrontRange Solutions.

Juan Carlo Muro
IT Director, Santé Health Systems

About Giva, Inc.

Giva is an award winning provider of SaaS (Software-as-a-Service) Web-based ITIL Help Desk, Customer Service/Call Center and Service Desk cloud based computing services.

Visual reporting, management dashboards and an intuitive design, make the Giva Service Management™ Suite very powerful and at the same time very easy to use. Customizations are all point and click (i.e no programming necessary) so the result is a dramatically lower total cost of ownership when compared to other products that require programmers and trained consultants.

Giva is a private company headquartered in Santa Clara, California and serves customers worldwide. For more information about Giva,

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