



Kent and Medway Health Informatics Service

#### Profile

Kent and Medway Health Informatics Service is responsible for the support and maintenance of IT infrastructure for healthcare organisations in Kent and Medway

#### Company

Kent and Medway Health Informatics Service (KMHIS)

#### Location

United Kingdom

#### Industry

Healthcare (NHS)

#### Solutions

- LANDesk® Service Desk Suite

#### Key Benefits

- KMHIS delivers efficient IT services to around 35,000 users across Kent and Medway
- Single, integrated service desk platform handles 17,500 incidents per month
- New self-service portal and other KMHIS service improvements have boosted customer satisfaction
- Changes implemented with the new self-service portal have given customers greater choice and more flexibility
- First-time fix rates have increased to 40%, with plans to reach 60% over the next 12 months
- Time savings will enable two full-time analysts to focus on more strategic issues
- Powerful CMDB is essential for auditing purposes

## Kent and Medway Health Informatics Service

### Improving Customer Satisfaction with New Self-Service Portal

#### Overview

Kent and Medway Health Informatics Service (KMHIS) aims to design, deliver and support the best IT services that enable excellent patient care across the county of Kent. It employs 250 people who work with health, social care, third sector and private organisations, as well as GP surgeries, to understand their business objectives and create an effective IT framework to support them.

#### Challenge

KMHIS has been a LANDesk customer for many years, initially deploying an IT help desk system in 2002. Since that time, it has invested further in LANDesk to meet the demands of a massively changing and often fragmented organisation. The department now serves 35,000 users and 13 health organisations pan-Kent. Of the 250 staff working at KMHIS, 38 are dedicated to running the service desk handling 17,500 incidents per month.

Before moving to the current purpose-built facility in August 2009, KMHIS operated the service desk from two sites and had difficulties meeting customer Service Level Agreements (SLAs). Staff morale was at an all-time low and customer satisfaction rates had settled to below 55%. It became clear that merging the two sites and creating one central service desk offering customers a single point of contact was the way forward. The time had also come to take a fresh look at the existing LANDesk® system and search for a solution that could provide much more than call-logging.

#### Solution

After evaluating the marketplace, KMHIS decided to expand the current LANDesk framework, taking advantage of the solution's IT Infrastructure Library (ITIL®) verified functionality to create a new service desk environment.

KMHIS deployed LANDesk® Service Desk for Incident, Problem, Change, Configuration, Knowledge and Release Management and introduced a cohesive set of best practice processes and SLAs that aligned with Key Performance Indicators (KPIs) for call duration and availability. In April 2010, Vince Watkins was appointed Head of Service Management with the remit to take KMHIS' service desk to the next level.

Vince and his team engaged with customers to discover their major concerns and issues that caused them the greatest pain. They re-organised the service desk team and came up with a two-year service improvement strategy that included a measurable 12-month project plan. The aim was to communicate benefits back to customers regularly and in a short space of time.

Following customer feedback, Vince's team focused on improving first time fix rates and finding a more efficient way of handling 2,400 password reset requests a month, which represented around 22% of all calls coming into the service desk.

KMHIS implemented a formal Change Management plan, setting up Change Advisory Boards (CABs) in each of the main Kent areas who then worked together to develop a Configuration Management Database (CMDB). Seventy percent of the organisation's IT assets are now stored in this CMDB, a real bonus for auditing purposes because KMHIS can report accurately on all assets and licences in use across the entire estate.

However, the major headache for users revolved around the self-service portal. Multiple user names were required for different applications and these were often forgotten. Requiring user names but not passwords posed a threat to security. Staff with the same or similar names would mistakenly access each other's call details causing confusion and impacting user confidence. Furthermore, with three IT analysts having to manually log emails and paper forms into the system, finding a fully automated, more user-friendly approach to self-service became a priority. KMHIS decided to upgrade the LANDesk® solution, going live with version 7.4 on 3rd October 2011.

## Results

KMHIS has one service desk platform and a professional-looking self-service portal which opens up on the user's screen like a new webpage. Active Directory integration means there is no need for a multiple login process and customers now receive a highly personalised service with carefully tailored portal pages that feature only the incidents that relate specifically to them.

As well as the general service improvements made by KMHIS, using the LANDesk solution has improved customer satisfaction. The portal provides customers with greater flexibility and independence – conveniently logging their own calls and gaining up-to-date information rather than wasting time ringing the service desk. The major incident module demonstrates this superbly. For example, if the Patient Administration System (PAS) goes down, KMHIS posts an alert and updates customers in real-time via the portal rather than wait for users to call the service desk. Customers can then notify that they are affected without logging a separate call.

Previously, analysts had to log more than 1,000 emails and paper forms manually every month. Today, 100% of all emails and 50% of paper forms are entered electronically via the portal, a time saving that Vince calculates will free up two of his analysts to focus on improving first time fix rates from 40% to 60% over the next 12 months, critical when NHS budgets are squeezed to the limit.

Next on the horizon is expanding the organisation's self-help function and integrating the service desk with other systems, such as the networking monitoring tool SolarWinds via the LANDesk® Event Management tool.

Vince Watkins, Head of Service Management, KMHIS concluded, "We cater for everyone from nurses, doctors, volunteers and clerical staff who often have very different levels of technical capability. LANDesk is a highly flexible solution that can be easily tailored to our specific requirements. It is the ideal platform to deliver excellent IT services to our diverse user base and ultimately helps them improve patient care."

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— Vince Watkins

Head of Service Management,  
Kent and Medway Health  
Informatics Service

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