

Alamance Regional Medical Center

Customer Case Study



Business Need

Access a single, web-based tool to centrally track, manage and report on internal support calls, as well as IT network projects and tasks

Solution

FootPrints – 100% web-based help desk and customer problem management software

Key Features for Alamance

- 100% web-based platform reduces support & management costs, without hands-on administration
- Lower cost to install, maintain and administer than other complex tools
- Integrated email capabilities save time & improve accuracy for all internal & external communications
- Truly easy-to-use without programming or training
- Extensive yet simple customization with web forms & pull-down menus to easily adjust colors, languages and more

Results

- More than 5000 calls managed in one year: 10-15 projects are entered and tracked per week
- Entering, managing and tracking calls and projects is a snap
- Information is always available – saving time, improving accuracy and speeding response times
- Advanced reporting offers a complete picture of call volume and open tasks – streamlining workflow and management activities
- Issue and project histories can be referenced at all times to ensure that nothing gets lost or falls through the cracks

How Alamance Uses FootPrints: Internal Help Desk, IT Resource Tracking, and Project Management

How does a state-of-the-art hospital deliver fast, accurate support to hundreds of doctors, nurses and other employees, while keeping track of various projects for different network systems? **UniPress® Software's FootPrints®** provided Alamance Regional Medical Center (ARMC) with a single, streamlined tool to support a range of business applications. With FootPrints, the hospital can automatically track incoming support calls and streamline help desk activities. At the same time, ARMC leverages a powerful tool to manage open tasks and projects, and optimize its internal IS operations.



Alamance Regional Medical Center (ARMC) is a full-service hospital and healthcare system located in Burlington, North Carolina. ARMC is unique in its commitment to adopting the latest technologies to continuously improve its standard of care. The hospital features a range of advanced, high-tech services, with a state-of-the-art facility, comprehensive cancer center, extensive cardiac services, two-track emergency room, highly trained staff, and more.

Business Challenge

ARMC recently invested in a multi-million dollar patient care package that included remote access for doctors to conduct hospital functions and communications from any location. To ensure the new system ran smoothly, the hospital's IS department recognized the need for an internal help desk tool to track issues and problems, and offer fast, on-demand user support.

The hospital had been using a Microsoft® Access database to manually track calls, which had proven to be cumbersome and inaccurate. The process of entering information was long and arduous, and it was impossible to track the history of any given project or task. In many cases, some items never even made it to the database, and simply got lost in the shuffle.

ARMC had recently replaced its database system with Network Associates® Magic Help Desk® (previously called Support Magic) an automated support application that was more sophisticated. However, this required extensive administration and maintenance. As the costs to upgrade and maintain the system skyrocketed, the hospital began to search for alternatives.

Key Requirements

According to Network Administrator Andy Gerring, ARMC's number one requirement for a help desk solution was that it be web-based, and could minimize the high complexity and costs of the hospital's current system.

"We wanted a web-based system that was easy to install, administer and use, and could reduce our support and maintenance costs. FootPrints met this basic requirement, but also offered a level of additional flexibility that we didn't see in any other solution," explained Gerring. "Once we saw how FootPrints could be extended to streamline our business operations beyond the help desk, this flexibility became a critical component of our product search. We looked at all the major products in the market and they were all much more limited. FootPrints was the only solution that could truly accommodate all of our needs."

Other key factors that drove ARMC's decision were FootPrints' affordable price tag and extensive customization features. The software can be easily customized to individual and organizational requirements using simple web-based forms and pull-down menus. No training or consulting is required.

The FootPrints Solution @ ARMC

FootPrints provided ARMC with a 100% web-based solution to automatically track, manage and report on all types of issues and activities. FootPrints' web architecture and functionality reduce support and management costs, offering fast, simple



installation without the complexity and hands-on administration required by other tools. ARMC's initial installation of FootPrints took a mere 15 minutes. Real-time set-up help made it easy for users to understand what the software does and how to use it. Including customization, the entire system was up and running and in full use *in one week* – without any programming, database administration, consulting or training. "Everything with FootPrints has been a snap, from the initial installation to all subsequent updates," said Gerring. "Put simply, the software is extremely easy to implement and use."

Using FootPrints' built-in database, ARMC seamlessly imported its existing address book information from Microsoft Exchange, making all current contact data centrally available via the web. All updates and changes are made directly within FootPrints. The software is loaded onto a central web server, so users can instantly access and share information from any standard web browser, at any location. No client software is needed. Once ARMC started using FootPrints to gain control of its help desk activities, the IS department saw the value of the software's application for its own project management needs.

"In addition to improving our internal support operation, we realized that FootPrints' issue tracking and management capabilities could help us streamline the way we assigned, managed and tracked all of our internal projects," explained Gerring. "Our department is divided into 5 groups – network staff, help desk staff, AS/400 programmers, clinical and interface people. Each team now uses FootPrints to assign projects and tasks, exchange information and report on the latest status."

FootPrints supports multiple users and project groups, and multiple projects simultaneously. Multi-level security facilities ensure authorized access to all information and activities.

Business Benefits

Today, all 32 employees in ARMC's IS department use FootPrints to manage the hospital's internal help desk, IT tracking, and project management activities. FootPrints dynamically records issues and events, prioritizes action items, and assigns responsibilities. Within a year of using the software, the IS team has effectively handled more than 5000 calls. In addition, each group within the department uses FootPrints to enter and track 10-15 projects each week.

"Prior to FootPrints, we had no way of tracking how many calls we had, let alone making sure they all were properly handled and closed out," commented Gerring. "Now, we can easily monitor our overall call volume, as well as the status of each call. Everything is tracked and managed from start to finish, so there are no delays or lost calls."

With FootPrints, information is always available to the entire IS team, including full contact details, specific call information, latest status, and more. At installation, the FootPrints Address Book was fully synchronized with ARMC's existing Microsoft® Outlook/Exchange database. Now, data can be easily added and changed directly within FootPrints. Employees no longer need to dig through files and loose papers to piece together the necessary information, enabling them to address support issues faster and more effectively.

FootPrints also offers fully integrated email and file attachment support, including HTML mail support, saving time, and improving accuracy for all internal and external email communications. Automatic email reminders keep the members of ARMC's IS department informed of changes, updates, and other status via the web, email, and wireless tools. Everyone is always aware of the latest issues and tasks, ensuring that nothing falls through the cracks.

Using FootPrints' powerful search and reporting features, ARMC has a clear view of all calls and activities, and can develop a range of built-in and custom reports to study trends, workflow, overall performance, statistics, time tracking/billing, and more. New reports can be easily created to keep a pulse on call volume, calls closed by month and overall activity status. Information from multiple projects can be shared in a single report. The reports also drive ARMC's weekly help desk status meetings, offering a quick, concise overview of open activities and status.

About UniPress Software, Inc.

UniPress Software, Inc. develops award-winning, web-based help desk and customer problem management software tools – without high costs, programming, and complex administration. Our comprehensive yet easy-to-use solutions help organizations reduce support costs, speed customer problem resolution, and improve workflow. The FootPrints® product line includes FootPrints and FootPrints for Exchange, along with integrated add-on tools for automatic asset discovery and tracking, integration with Microsoft® SMS Asset Management, dynamic access to existing contact records in LDAP-based address books (including Microsoft Exchange 5.5, Microsoft Exchange 2000, and Active Directory™) email encryption, change and configuration management, and live eSupport and diagnostics. The FootPrints products have over 150,000 active users at corporate organizations, government offices, and educational institutions worldwide. UniPress has been developing and marketing software for 20 years, serving more than 22,000 customers since its inception in 1983.

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