

Case Study

Empowering Frontline Care: Automation Improves Patient Focus with ServiceNow

A four-state integrated healthcare network in the Southeast United States recognized that time spent on administrative overhead detracts from patient care. The organization aimed to empower its frontline workers by streamlining processes and eliminating redundant tasks, consequently, improving patient care.

THE CHALLENGE

Operational and IT Challenges Impacted Frontline Efficiency and Used to Take Away IT Staff's Bandwidth

The network faced several key challenges in achieving its goal of maximizing frontline staff time. These included:

- **Inefficient workflows:** Employees struggled with the need to constantly switch between disparate applications, lacking a unified platform for everyday tasks.
- **Delayed issue resolution:** The process for resolving IT-related issues was cumbersome, with employees facing queues and delays while waiting for their requests to be manually assigned to the appropriate team.
- **Overburdened IT team:** The manual workload on the IT department was significant, hindering their ability to focus on more strategic initiatives.



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THE SOLUTION

Seamless, Intelligent Workflows Achieved Through ServiceNow Implementation

The client significantly streamlined their IT operations by automating the ticketing process, enhancing self-service capabilities, and simplifying resolution workflows.

- The client initially implemented ServiceNow to automate their IT ticketing system. They further enhanced this by integrating ServiceNow® Predictive Intelligence, which introduced machine learning to automatically categorize, assign, and prioritize tickets.
- Leveraging the Now Platform's intelligence capabilities, the solution delivered actionable insights and automation, resulting in more seamless and intelligent workflows by proactively identifying trends and forecasting outcomes.

THE OUTCOMES

ServiceNow Implementation Delivers Reduced Workload and Empowered Staff

The positive impact was evident across departments. The IT team gained capacity to focus on strategic projects due to a substantial decrease in support requests, while improved ticket routing accuracy empowered front-line staff to dedicate more attention to patient care.

- 28% of hours of redundant support work were eliminated per week.
- 50% reduction in workload through self-service.
- 30% fewer ticket reassignments.



“Implementing ServiceNow has significantly reduced the workload and empowered the staff of the organization. The IT team gained valuable capacity, and front-line staff could dedicate more time to patient care.”

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to explore how we can help.**

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