

ENTERPRISE HELP DESK SOLUTION

PROJECT OVERVIEW

Midwest Regional Healthcare Facility

Industry: Healthcare

Project: Enterprise Help Desk Solution

Timeframe: 60 days

Parameters: 24/7 Operations with Remote/Mobile Needs

Size of Project: Between \$50,000-\$100,000

Customer Business Requirement:

With a 24/7 operations this healthcare facility partnered with Deerwood Technologies to discover, evaluate and implement the proper help desk ticketing system for their robust needs. Through a thorough evaluation process of the top tier solutions on the market the proper solution was selected. While working with the procurement staff, IT management and help desk teams a smooth transition was made to the new ticketing system that is used by the entire department.

The Deerwood Way:

This client chose Deerwood because we specialize in managing vendor agnostic solutions that employ best of breed for each specific need. Deerwood's vast knowledge and national experience in the healthcare vertical builds the trusted advisor relationship. Our flexible approach without compromising quality, consistency and client satisfaction is known across the United States.