

Automating IT Service Management in Healthcare

“Burntsand delivers high value with integrated information and enables transparency and customer service for a complex growing environment”

Company:

Burntsand Inc.

www.burntsand.com

Vertical Industry:

Health, Government

Segment

Enterprise

Country/Region

Canada

Software & Services

Remedy ITSM v7.0.3

Situation

- **Obsolete Technology:** The client had recently gone through considerable growth with new business and product launches as well as an increase in their customer base. The technology they had in place to monitor and support their IT infrastructure was obsolete and incapable of understanding all the new business connections resulting from that growth. Customer satisfaction was suffering.
- **Security risk:** The number of touch points for their data was a cause for security concern as well as for data integrity.
- **Data Structure:** their current data structure was unable to scale and adapt to the additional clients and relationships causing data duplication and

Solution

- **Deploy ITSM:** After looking at all the possible monitoring solutions as well as considering supplementing their current IT management system with custom designed applications the client asked Burntsand to deploy the latest version of ITSM. It was implemented across the entire business including specific customizations to support their business needs as well as adding workflow, process optimization and automation
- **Re-engineering:** Data architecture was completely re-engineered to accommodate future expansion as well as multiple data sources

Benefits

- **Business Needs:** Solution aligned and focused on their business priorities with technology enabling and opposed to determining the priorities
- **Solution is scalable:** future growth welcomed as new products can now easily be added
- **Automation:** gives immediate ROI as well as decreasing room for human error
- **Transparency:** allows the executive shareholders to review
- **Customer service:** support analysts better able to assess and solve problems
- **Sales Confidence in Offerings:** as account managers saw that the solution was scalable, they felt comfortable to sell additional business offerings to new clients, consequently sales figures went through the roof

About Burntsand

Burntsand is a leader in the delivery of technology consulting services for customers with complex information processing and information management requirements in three practice areas - Enterprise Content Management, Collaboration and Service Management - aligned around our strategic partners, EMC, Microsoft and BMC. The Company delivers strategic design, technology architecture and custom application development through our proven Time-to-Value methodology, which mitigates business risk and speeds process improvements and returns. Headquartered in Toronto, Burntsand operates from locations across North America. The Company's shares (TSX: BRT) are traded on the Toronto Stock Exchange. Learn more about Burntsand at www.burntsand.com.