Technical Service Desk

The Challenge:
Maintaining Operational Excellence and Usability for Your End Users

Your EHR is a mission-critical application at the core of delivering patient care. Clinical end users require systems that are highly responsive and always available. CloudWave's CloudCare support services are the cornerstone of our dedication to helping hospitals achieve Operational Sustainability, providing true support coverage for today's multi-cloud healthcare IT environments.

The Solution:
OpSus CloudCare

Technical Service Desk Support

CloudWave understands that hospital end users need reliable access to systems in order to effectively perform and manage patient care. Clinical workflows depend on responsive systems performance, easy access, and mobility. Our OpSus CloudCare Technical Service Desk, in partnership with GuideIT, is designed to deliver the highest level of support available to meet the demands of busy caregivers.

Technical Service Desk Support is delivered out of our U.S. call center, staffed around the clock by an experienced support team. In addition to phone support, users may submit requests and incidents through the secure customer portal, and are able to track the status of their tickets in real-time.

Using state-of-the-art tools and proven ITIL processes, the Technical Service Desk team provides a single point of entry and first-touch support for Tier 1 incidents and service requests. Routing of incidents that can't be resolved during initial contact are handled according to pre-defined and agreed upon escalation procedures. The team is able to address and resolve many issues right away, with an extensive knowledge base that includes documentation of known support issues and resolution information.

From login issues, to mobile device access, to productivity application support, to system issues, CloudCare's Technical Service Desk provides best-in-class support to administrative and clinical users of hospital IT. CloudWave and GuideIT can solve the day-to-day help desk issues for your healthcare organization with expertise, while adhering to rigorous service level agreements.

Service Highlights

· A single point of contact for end user problem resolution

· U.S. based staff members are available 7 x 24 x 365 to take your call on our dedicated Support line, customer portal, or chat

· Weekend or shift coverage options available

· Tier 1 support for incidents and requests, with rapid, pre-defined escalation paths

· Services include support for access management, remote connectivity, password resets, employee onboarding, transition, and offboarding

· Unlimited requests—users may access CloudCare services as often as needed

· CloudWave knows and understands your multi-vendor IT environment

· GuideIT and CloudWave Support staff are trained and experienced working in critical healthcare environments

CloudWave

Technical Service Desk Support Services Include:

- Password resets and account unlocks

- Onboarding / Modification / Offboarding

- Office 365 user administration

- Application user administration

- End-user device support – hardware, OS performance

- End-user mobile support – hardware, mobile OS, mobile applications

- Printer support – mapping, scan-to-email, issue troubleshooting

- Peripheral support – scanning, credit card machines, fax machines

- Network support – troubleshooting and triage of WAN/LAN issues

- Hosting/virtualization support – user session troubleshooting (Citrix, RDS, etc.)

- VPN support – software installation, access management, remote connectivity

- Telecom support – hardware, user/extension management

- File management – personal/shared network drives, SharePoint document libraries, OneDrive

- Productivity software support – Installation and troubleshooting of Office 365, Adobe, etc.

- Business application support issue triage

Clinical Applications Support

CloudWave also offers clinical applications-focused support for EHRs, interface engines, and integrated ancillary applications.

Powered by GuideIT, these services provide access to expert support resources using an ITIL best practice service desk approach to achieve targeted operating improvements, improve end user satisfaction, and deliver efficiencies through a highly-responsive services partnership.

Service Highlights

- Real-time dashboards to proactively manage SLAs

- Monthly SLA/SLO Reports

- Focus on Continual Service Improvement and volume reduction

- Strong relationships with technology partner development resources enable collaboration and resolution of complex performance-related issues

- Enhanced escalation paths with technology partners to speed issue resolution

- Incident reporting via a secure, web-based customer portal

- Recommendations for modifications or updates that may be required over time

- Focused on customer satisfaction, with regular CSAT reporting

CloudWave offers a complete suite of services to provide customers with options for end-to-end systems support and management.

GuideIT
A PEROT COMPANY

Learn More at www.gocloudwave.com.

CloudWave offers a complete suite of services to provide customers with options for end-to-end EMR/EHR, Imaging, and enterprise systems support and management.

OpSus CloudCare