Enhancing IT Operations for a Multi-Site Senior Living Community

A Case Study on Implementing an Efficient Help Desk System and Collaborative Processes

CLIENT PROFILE:

The client is a newly established multi-site senior living community, offering a range of services from independent living to assisted care. With a mission to provide a safe, comfortable, and engaging environment for its residents, the community sought to enhance its technological infrastructure to better serve its staff and residents. The management recognized the need for a robust IT support system to ensure seamless operations.

THE CHALLENGE:

As a large organization spread across multiple sites, the senior living community faced several IT challenges:

- **High Volume of IT Support Requests:** With approximately 500 to 600 helpdesk tickets generated each month, managing and resolving issues efficiently was becoming increasingly difficult.
- **Inefficient Communication Channels:** Prolonged email threads were complicating communication and collaboration among staff, leading to delays in problem resolution.
- **Lack of Knowledge Base:** Repeated issues and processes were not documented, resulting in recurring problems that slowed down productivity.
- **Need for Data-Driven Decisions:** The management lacked a systematic way to report and analyze problem tickets, hindering their ability to make informed decisions.
- **Support for Users Without Organizational Emails:** Supporting contractors and temporary workers, especially after hours, posed a challenge as they did not have emails associated with the organization.

SOLUTION:

To address these challenges, Onward Technologies implemented the following solutions:

- **New Helpdesk Ticketing System:** We introduced a state-of-the-art helpdesk ticketing system to streamline the management of support requests. This system categorizes tickets by type and subtype, allowing for more efficient tracking and resolution.
- **Knowledge Base Establishment:** A comprehensive knowledge base was created to document all recurring problems and processes, facilitating quicker resolutions and reducing the occurrence of repeat issues.
- **Active Collaboration with Leadership:** We worked closely with the client's leadership to generate detailed reports on problem tickets. This collaboration enabled the use of data analytics to understand trends and make strategic decisions.
- **Microsoft Teams Channel:** A dedicated Teams channel was established to replace long email chains, enhancing real-time communication and collaboration among staff.
- **Weekly Check-In Meetings:** Regular meetings were instituted to review active tickets, ensuring both internal client project tickets and help desk tickets were addressed promptly.
- **Respecting Staff Boundaries:** We prioritized iterative progress and respected the boundaries of internal staff. By continuously obtaining feedback, we tailored our engagement to the specific needs of the community, strengthening relationships.
- **24x7 Support:** Recognizing it as the biggest challenge for the internal IT team, we established round-the-clock support to ensure continuous assistance and rapid response to any issues.

RESULTS:

The implementation of these solutions yielded significant positive outcomes for the senior living community:

- **Improved Efficiency:** The new ticketing system and knowledge base reduced ticket resolution times and decreased the volume of recurring issues.
- **Enhanced Communication:** The Teams channel facilitated quicker problem-solving and improved collaboration among staff.
- **Data-Driven Insights:** Management gained valuable insights from detailed reports, empowering them to make informed decisions that improved operational efficiency and relationship management.
- **Staff Satisfaction:** By respecting boundaries and involving staff in the process, we fostered a collaborative environment that enhanced overall satisfaction.

> *Our partnership with Onward has transformed our IT operations. The new systems and processes have not only streamlined our support but have also empowered our staff to work more efficiently. The respect and consideration shown for our internal needs have been invaluable.*
>
> **Senior Living Community (SLC)**
> Director of IT, Senior Living Community

CONCLUSION:

By implementing a comprehensive IT support framework, Onward Technologies successfully addressed the challenges faced by the multi-site senior living community. Through innovative solutions and a collaborative approach, we enhanced operational efficiency, improved communication, and empowered the community to deliver exceptional care to its residents. This case study highlights the importance of tailored IT solutions in driving success for organizations with complex needs.