Western Sussex Hospitals **NHS** NHS Trust

freshservice

Western Sussex Hospitals
sees **70%** rise in
first call resolution

INDUSTRY: Healthcare

USAGE: IT

Western Sussex Hospitals, part of the NHS Foundation Trust, serves a population of nearly 450,000 people with the IT department responsible for managing 300 servers, 5,000 PCs and laptops, and catering to the requirements of nearly 6,500 users with 40 agents.

With their IT service desk previously outsourced to Marval, a shared NHS system, Western Sussex Hospital realized that the difficult-to-use portal hindered their IT operations and replaced the existing tool with Freshservice. They have seen an organization-wide improvement in productivity through increased self-service use, better IT service delivery and support processes, and greater customer satisfaction. Not to mention that they also forecast potential cost savings of £800,000 over the next five years.

REVAMPING WESTERN SUSSEX HOSPITALS' SERVICE DESK

Western Sussex Hospitals realized they needed a better-fitting ITSM solution, as the IT department faced a number of challenges with their existing tool:

- ◇ The existing portal was difficult to use
- ◇ Delays in ticket resolution
- ◇ Cumbersome incident management process between shared system and local IT delivery team

- Difficulty in assigning tickets
- Inability to automate redundant processes
- Inability to track progress of tickets
- Limited self-service capabilities in the portal leading to only 10% usage
- Lack of performance visibility due to unavailability of data
- The tool was expensive to maintain
- Inadequate reporting capabilities

Faced with an organization-wide discontent over the existing service desk, Grant Harris, head of IT operations at Western Sussex Hospitals, decided that an in-house service desk would take care of all their problems and spent months analyzing 14 service desk tools including Zendesk, Sunrise, and Hornbill.

Western Sussex Hospitals finally chose Freshservice based on the following key criteria:

- Ease of use and intuitive UI
- Functionality
- Automation capabilities
- Dedicated support staff
- Increased ROI
- Ease of implementation

> *"Freshservice was willing to go the extra mile to make sure the system met our needs. Overall, Freshservice has been one of the best tools we have worked with – no matter what time of day it is, they always get back to us within a few hours of getting in touch."*

Grant Harris
Head of IT Operations
Western Sussex Hospitals NHS Foundation Trust

WHY FRESHSERVICE

Considering the complex IT environment of an acute hospital, the IT team faces significant pressure as they are responsible for quickly resolving IT issues that directly affect patient care. According to Grant, their toughest challenge was setting up the new help desk within three months. With the contract of their outsourced service desk coming to an end soon, they were faced with a deadline that couldn't be extended at any cost.

Freshservice's popular Direct Partnership Model (DPM) worked to the advantage of Western Sussex, and helped them ease through the entire implementation process. The program ensures that a dedicated team is always available for support, which meant that the team could also be scaled up depending on complexities involved or the timeline for implementation.

Apart from Freshservice's strong support presence, Grant stated the following reasons that contributed to choosing Freshservice:

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SaaS
The fact that Freshservice is a cloud-based ITSM solution by Freshdesk, a Google backed, SaaS company

Simple UI
A key player to choosing Freshservice, the team liked that the UI was simple and modern

Automation
A catalyst for selection, automation meant that the team could auto-assign tickets and free up critical time for other deliverables

Self-service
A proven benefit of Freshservice, it helped the IT team ensure their renewed focus for improved self-service usage

Customizability
The team further liked the ability to completely customize the portal to suit their requirements

Ease of use
Important for adoption, the Freshservice interface worked to Western Sussex's advantage

> *"The look and feel of Freshservice is totally different from our previous tool; it works as simple as an email inbox than a standard list of outstanding jobs."*

SUCCESS WITH FRESHSERVICE

After the quick implementation of Freshservice and continued support throughout the process, Grant found that the solution's clean, simple interface, and adaptability further won the IT team's support.

> *"We found the configuration of Freshservice very easy to learn, and were able to automate many of the important workflows in a matter of weeks."*

With Freshservice's added ease of configuration and customization of the portal to suit the end-user's requirements, Western Sussex saw significant improvements across the organization – beginning with improved perception of the IT team. As the performance of IT operations improved, so did their impression on the end-users. According to Grant, the IT team is becoming viewed as a value-add part of the business.

Automation also proved to be yet another big win for Western Sussex with Freshservice. It has notably reduced their time spent on calls, improved SLAs by ensuring that the right engineer gets relevant tickets, and relieved the pressure on their busy IT team.

> *"Our IT service is improving month on month, and is continuing to exceed everyone's expectations."*

The following encapsulates some of the other key benefits that Western Sussex Hospitals has seen since the implementation of Freshservice:

- Western Sussex Hospitals will be able to make an estimated saving of £800,000 over the next five years with Freshservice, compared to what they would have been paying for their previous service desk

- Self-service usage has improved from 10% to 34.34%, enabling productivity for agents and users alike

- Advanced reporting in Freshservice has allowed the Western Sussex admins to be able to analyze the service desk performance, and make considered decisions

- Agent performance is also tracked on a monthly basis, and the team uses it to continuously improve their service quality

- Gamification of the service desk has considerably motivated their agents, and contributed to creating a competitive environment, albeit friendly

- End-users need only wait 20 seconds for an agent to pick up their ticket, as compared to 15 minutes with the old tool

- Quicker technical support and improved resolution times

- Greater customer satisfaction with a rating of 93.67% that's also boosting the morale of the IT team.

Metric	Before Freshservice	After Freshservice
Wait times	15 minutes	20 seconds
First call resolution	55%	93%
Self service	10%	34.34%
CSAT	-	93.67%
SLA	-	96%

Speaking about their entire experience with Freshservice, from implementation to date, here's what their director of IT had to say:

> "This project stood out as being remarkably different. Immediately the organization suddenly found it had a functioning helpdesk that met its needs, revolved around their priorities and ensured that every contact was a positive one. This project was the model of how all IT projects should be run – choosing the right product and partner was central to that success."

Ian Arbuthnot
IT Director
Western Sussex Hospitals NHS Foundation Trust

ABOUT WESTERN SUSSEX HOSPITALS NHS FOUNDATION TRUST

Western Sussex Hospitals NHS Foundation Trust serves a population of around 450,000 people across a catchment area covering most of West Sussex.

The Trust runs three hospitals: St.Richard's Hospital in Chichester, Southlands Hospital in Shoreham-by-Sea and Worthing Hospital in the centre of Worthing.

They became an NHS Foundation Trust on 1 July 2013, just over four years after the organization was created by a merger of the Royal West Sussex and Worthing and Southlands Hospitals NHS trusts.
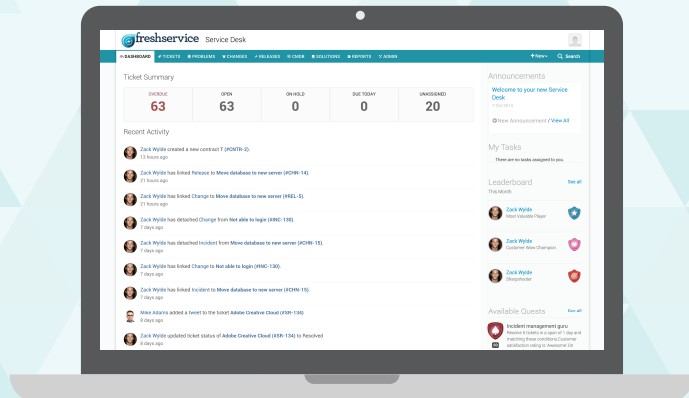
ABOUT FRESHSERVICE

Freshservice is a cloud-based service desk and IT service management (ITSM) solution that currently serves more than 10000 SMB, mid-market, and enterprise customers worldwide.

Freshservice has an intuitive UI, is effortlessly configurable and customisable to meet customers' exact requirements, and is easily integrated with other business and IT systems. Native integrations with a number of popular cloud services such as Google Apps, Dropbox, AWS, and Bomgar also speed up deployment and reach.

Freshservice is part of the Freshdesk product family, whose flagship product is the leading customer support solution Freshdesk – with more than 80000 customers worldwide, including Cisco, Honda, 3M, The Atlantic, and QuizUp.

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