

Optimizing a National Replace and Refresh Cycle

A Field Service Depot Model Delivers Economies And Efficiencies

Industry

Healthcare

Client Profile

The Client is an award-winning healthcare provider, with hundreds of clinics across the country.

Business Situation

The Client was readying for a major expansion beyond the states in which it currently operated. They realized it was time to optimize their operations of break/fix repair and standardized refreshes for the computers and other devices at their locations.

Solution

The Client's existing method of handling B/F and refreshes was inefficient, expensive and slow: a perfect recipe for poor field support across all of its healthcare clinics. ITsavvy teamed up with the Client to implement a new Device as a Service program for handling those processes that was faster, far less expensive and fully standardized across the country.

Benefits

- Reduced time to complete and return a repaired device from seven days to 24 hours.
- Lowered service costs by significantly reducing the need for on-site support.
- Providing on-site support services when needed from local, certified technicians.
- Standardized all equipment with the current software image.
- Eliminated backlog of repair requests.

About the Client

The Client has steadily grown from a single clinic to a national presence, with hundreds of clinics across many states—and growing. Winner of many national awards for their practice, the Client established an industry standard with their proprietary healthcare program. Today their clinicians and clinical staff treat hundreds of thousands of patients and support hundreds of contracts.

Growth Depended on Smarter Field Service Methods

The Client's existing method for handling repairs and refreshes was costly and slow. When a device broke in the field, they either deployed an expensive tech for on-site service, or had the defective machine sent back to inventory for a long-turnaround exchange.

Neither were optimal solutions:

- On-site technical service and repair was expensive.
- Their exchange program took about a week to complete, leaving the offices without important technology to support their patients.
- When an asset sat on a shelf, precious months of a warranty simply evaporated until the asset was deployed in the field.
- The longer it takes to complete a repair, the more the repair backlog grows.

"Our critical challenge was to create a smooth, streamlined program that would eliminate the problems of cost and delays in repairing and refreshing our in-field technologies."

ITsavvy's Client

A Highly Efficient Model for Repair and Refresh Cycles

ITsavvy designed an entirely new service program—called Device as a Service—that limits the need for costly on-site technicians, eliminates lost warranty time, and reduces the time it takes to replace equipment by about 85 percent.

Here are highlights:

- Created a **standardized refresh cycle**. Web assets over three years old and desktops over five are routinely refreshed.
- Created a Device as a Service program that **reduced turnaround** from one week to one day.
- Once repaired, the equipment is now **returned to the pool of assets** for the originating clinic.
- ITsavvy's Device as a Service program **handles all tech assets**, including monitors, mounts, switches, cables and much more.

The Major Redesign Produces Major Benefits

The new program for break/fix and refresh proved highly successful. Here are some highlights of its value:

- ✓ **Lowers cost.**
By minimizing the need for on-site, local technicians and reducing the time to complete a repair by as much as 85%, the Client increased production substantially.
- ✓ **Protects the warranty of devices.**
Assets now start their warranty period when they're deployed to the field, not when new equipment first arrives at ITsavvy.
- ✓ **Eliminates repair and refresh backlog.**
From a full week to overnight: the ability to get equipment out quickly eliminates the backlog of repair requests.
- ✓ **Standardized, up-to-date software.**
All equipment in the field and in inventory now have the same, most-current, image.

Next Up: A Wireless Renovation

Success breeds success. This project led directly to a follow on initiative. We're now working together on a nationwide effort to stop Wi-Fi signal bleed and ensure all end users have the correct Wi-Fi coverage.

"ITsavvy's Device as a Service has revolutionized the way we handle repairs and refreshes. We're now as fast as possible, as efficient as can be, and able to operate at minimal cost per machine."

ITsavvy's Client

ITsavvy is an end-to-end technology solutions provider with offices nationwide. With over 4,000,000 products, 99% of in-stock orders shipping same day and \$8 Billion in daily inventory, we fulfill our clients' needs and deliver peace of mind.

For more information, please contact an ITsavvy Client Executive.

1.855.ITsavvy

ITsavvy.com

info@ITsavvy.com

