Healthcare Service Desk

Caring clinical support from experts who speak your language

Realize the full benefits of every application by offering frontline, world-class support from the right people, processes and technologies.

NTT DATA provides healthcare-specific guidance and integrates end-to-end solutions to support your strategic, operational and financial goals.

By the numbers...

100%

Secure HIPAA-compliant tools that adhere to the highest privacy and security standards to keep patient data protected at all times

Shared-risk pricing model

+ Focused on delighting our customers and lowering the cost of services year-over-year

+ Outcome-based pricing

Knowledge built around supporting clinician end-user workflows

+ Healthcare Service Desk plays a key role in supporting clinical workflow adoption and best practices by providing the right information to the right user at the right time

+ Over **9,000 maintained knowledge articles** to provide instant access for agent consumption as well as self service

+ Clinically aware technicians assist in real-time support of non-clinical incidents, using the vernacular of a clinician

Supporting **over 230 applications** consumed by our clinical customers

(multi-vendor fluid support)

Automation practice

Using modernized tools to resolve incidents with lower-cost resources

Chatbots

Incident status checks

Incident closer requests

Auto incident creation to switch to live agent

Interactive voice response (IVR) with clinicians to complete password resets

Auto information technology service management (ITSM) Incident and Request routing and assignment

ServiceKey — a mobile app integration — to allow multichannel integration into ITSM and enterprise applications

U.S.- and Canada-based delivery

200+
Agents

60+
Epic certifications

30+
Years supporting:
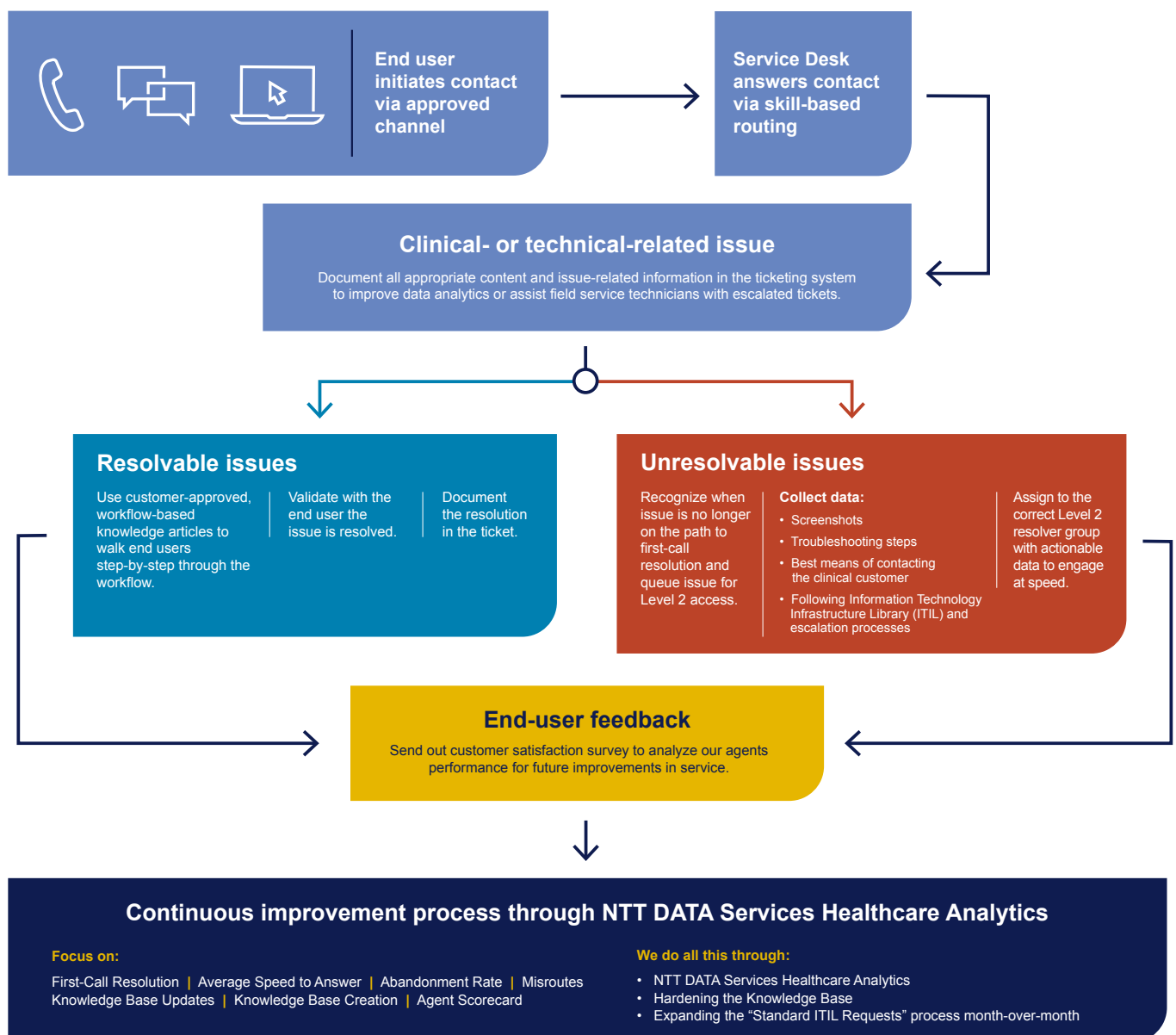+ Cerner
+ McKesson
+ MEDITECH

50,000+
Contacts handled per month

Continual education programs to keep agents aware of changes in the environment as well as annual compliance requirements

Deep collaboration with our customers and Level 2 teams to provide a solid, forward-looking relationship to drive shared efficiencies

What you can expect...

End user initiates contact via approved channel

Service Desk answers contact via skill-based routing

Clinical- or technical-related issue

Document all appropriate content and issue-related information in the ticketing system to improve data analytics or assist field service technicians with escalated tickets.

Resolvable issues

Use customer-approved, workflow-based knowledge articles to walk end users step-by-step through the workflow.

Validate with the end user the issue is resolved.

Document the resolution in the ticket.

Unresolvable issues

Recognize when issue is no longer on the path to first-call resolution and queue issue for Level 2 access.

Collect data:
• Screenshots
• Troubleshooting steps
• Best means of contacting the clinical customer
• Following Information Technology Infrastructure Library (ITIL) and escalation processes

Assign to the correct Level 2 resolver group with actionable data to engage at speed.

End-user feedback

Send out customer satisfaction survey to analyze our agents performance for future improvements in service.

Continuous improvement process through NTT DATA Services Healthcare Analytics

Focus on:
First-Call Resolution | Average Speed to Answer | Abandonment Rate | Misroutes
Knowledge Base Updates | Knowledge Base Creation | Agent Scorecard

We do all this through:
• NTT DATA Services Healthcare Analytics
• Hardening the Knowledge Base
• Expanding the "Standard ITIL Requests" process month-over-month

"Shift Left" thinking and processes

Reduce calls to expensive Level 2 resources

Improve clinician satisfaction

Focused on transition

The NTT DATA Healthcare Service Desk transitions through an onboarding process facilitated by a team that only focuses on transitions, setting a strong foothold for "Day 1" delivery.

Continuous improvement process powered by NTT DATA Services Healthcare Analytics

WANT TO LEARN MORE?

Contact our dedicated team of specialists at healthcare.team@nttdata.com or go to us.nttdata.com/en/industries/healthcare-and-life-sciences to learn more.