



ISOdx Helps CareTech Solutions Win Business and Save Time

The Situation

CareTech, an IT, web products and services provider for more than 180 hospitals and health care systems, provides services in emerging technologies from web monitoring to supporting the day-to-day IT needs of their clients. The company has major outsourcing and facilities management service agreements in place as well as partial outsourcing, deployment and ASP agreements. The CareTech challenge is to maintain the integrity of the client's IT environment and solve issues proactively and reactively while protecting critical data. As a business, it is important for CareTech to grow by attracting new clients and to maintain current customers by ensuring efficiency and productivity.

The Solution

ISOdx has been utilized throughout many areas of CareTech.

Winning Business: Using ISOdx, CareTech is able to win more business. CareTech's work with new clients begins by establishing solid relationships, listening to needs and concerns and executing an assessment process to establish an accurate inventory of the client's IT infrastructure. Prior to using ISOdx, when CareTech won an account, they had to repeat a full assessment for the customer because of the changes that occur between the quote phase and the implementation. Today they use ISOdx and its assessment feature to perform the hardware/software assessment. After the deal is won, they can compare 'what is' to 'what was' using ISOdx analytics and rapidly complete a revised quote.

Solving Customer Problems: "The ability to have historical records of a system is extremely valuable. When there are problems, you can quickly see what's changed between any two points in time, and resolve the problem quite quickly," said Eric Foote, CareTech chief technology architect.

The Results

Prior to CareTech Solutions' implementation of ISOdx, resolving customer issues often involved an entire team in a lengthy investigative process in order to pinpoint the problem. Today, that investigative work is dramatically reduced for the health care IT company that supports more than 180 U.S. hospitals and health systems. Before ISOdx, a typical assessment took several people approximately a week, but with ISOdx, one person can do it in two to four hours, yielding significant savings. Server comparison was a manually intensive effort prior to ISOdx, now they can compare those servers and rapidly identify differences. Working configurations can be replicated automatically instead of having to go through the painful process of rebuilding a server. With web monitoring, they have reduced downtime and enhanced customer satisfaction, saving the company time and money.

ISOdx enabled CareTech to:

- Win business
- Improve customer satisfaction and loyalty
- Save significant time and money.



Assessments that took several people approximately a week, now can be done by one person in two to four hours.

Server Comparison: "We use ISOdx to compare farms of servers. For instance at a site of 200 servers that should be identical, that isn't always the case," Foote said.

Web Monitoring: CareTech's web business uses ISOdx to quickly isolate and address critical application performance issues. CareTech has reduced the time required to solve these issues by a full business day as a result of using ISOdx.

ISOdx: The Fastest Way to Resolve Technology Support Problems

SSPA Recognized Innovator
For Proactive Support

Data Migration Story

Foote recounted one story he sees as an outstanding example of how ISOdx Rapid Resolve brings value to CareTech. When CareTech planned to migrate a new hospital into its data center, the incumbent IT services provider claimed its server configurations were proprietary and refused to share any information. “We were looking at having to build 60 application configurations from scratch,” Foote said. “We would have the data but no application configurations. That would have caused 72 to 96 hours of downtime for the hospital and possibly put patient care at risk.”

TSIA Winner for
Innovation in
Infrastructure

“So, before the transition to CareTech took place we looked at the system using ISOdx and created a record of all the configurations. We didn’t have to start from scratch and were able to have the customer up and running with zero downtime for the hospital.”

About ISOdx

Designed by support experts for support experts, ISOdx is the first and only proven software tool to proactively harness the power of change isolation for the fastest resolution of technology support issues. ISOdx advanced diagnostics gather data before issues arise and puts critical information at a support team’s fingertips before the customer’s first call. Using ISOdx, you can deliver unprecedented support by drastically reducing the time required to solve problems in any area of your customer’s technology environment. Customer satisfaction rates have been proven to rise more than 300 percent, and Mean Time to Problem Resolution a documented 92 percent.

American Business
Association Stevie
Award Winner for IBM
Most Valued Partner

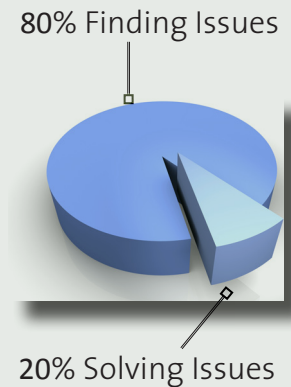
ISOdx is a change isolation product designed to help tech support teams instantly pinpoint, to the character level, changes made to a customer’s technical environment, reducing the diagnostic process from hours to minutes. The proactive angle here is that the system can automatically scan all customer implementations for any sign of known errors, or configuration problems, allowing tech support to fix the problem before the customer is impacted.

Data Storage Top 10
Product

—John Ragsdale, Technology Services Industry Association Chief Technologist

Topcat Finalist for
Outstanding Product

According to Gartner, 87 percent of support calls are generated by infrastructure changes, and 80 percent of the time required to correct the problem is spent FINDING the issue. ISOdx slashes the time consuming search cycle by allowing you to immediately pinpoint changes.



Society for Technical
Communication Award
Winner

ISOdx®

What could have caused a hospital 72 to 96 hours of down time to migrate data to a new system actually resulted in “no down time” using ISOdx.