RESULTS:

10%

Mission Health Services' MTTR has been lowered by 10% since migrating to the Cloud since they can now focus on their tickets rather than on administration.

10-15 Minutes

Migrating to the Cloud saved Mission Health Services' 10-15 minutes on each ticket!

¾ Tickets

Three-quarters of tickets are now closed on the same day, whereas only 1/8 of the tickets used to be closed on the same day.

mission HEALTH SERVICES

THE CHALLENGE:

1. Mission Health Services was unable to access the helpdesk/systems without being on the VPN, which was a huge pain for the IT department.

2. The C-Suite needed convincing that the migration would be a smart financial so Hughes compared hidden costs and the overall cost of migration.

3. Mission Health Services needed to make sure it adhered to HIPAA compliance standards and safeguarded the safety of its patients' data.

THE SYSAID APPROACH:

1. By migrating to the Cloud, Mission Health Services now enjoys consistent, automatic SysAid version updates and seamless integration of new features

2. Mission Health Services is now able to save on on-prem costs and maintenance resources, including warranties, subscriptions, updates, backups, maintenance, etc.

3. Cloud data is more secure due to the physical security, data encryption, access control, and security monitoring measures taken by AWS, guaranteeing the IT system is compliant with the latest industry regulations.

"In Healthcare IT we have enough to worry about. Taking our SysAid from on-prem to Cloud, took a workload off of us."

Michael Hughes, IT Director, Mission Health Services

Mission Health Services Cloud Bound

Limited sources, budget concerns, and apprehensiveness regarding the safety of their patients' data created complex IT service challenges for the administrators at Mission Health Services. Migrating to the Cloud with SysAid saved the organization 10-15 minutes on each ticket, thus reducing the time it took to resolve issues (MTTR). As a non-profit, the organization is now able to simply log in, get to work, and scale up as it grows, saving the IT department precious time to tackle its core tasks. Furthermore, not only do they now save money, but their budget has grown having saved on underused hardware and the costs of maintaining it.

A Major Shift

When Hugles joined Mission Health Services, they used a home-grown solution. It heavily relied on Outlook integration with Helpdesk, meaning creating a single ticket could take 10-15 minutes. He first introduced SysAid on-prem to the organization, and in less than two years moved to the Cloud.

According to Hughes, "the migration process was really quick. We had someone from SysAid there every step of the way making sure that the process would run smoothly."

By migrating to the Cloud, Mission Health Services was able to lower MTTR by 10% and save up to 10-15 minutes on each ticket. With their on-prem system, Mission Health Services wasn't able to access the helpdesk/systems without being on the VPN, which was a huge pain for Hughes and his team. "With the Cloud, it was easily fixable, and SysAid would manage it all!" Hughes says. *"Time savings for us, and less security infrastructure worry!"*

About Mission Health Services

Mission Health Services is a community-based non-profit organization providing services across the Wasatch Front and Wyoming in the United States. Founded in 1990, the award-winning non-profit offers skilled nursing, rehabilitation, assisted living, memory care, and care for the intellectually disabled, giving away over 2 million dollars each year in charitable care.

Second Time's the Charm

At his former workplace, Hughes, a true SysAid advocate and partner, had already gone through one successful SysAid Cloud implementation, and when he started working at Mission Health Services he knew he'd like to reach for the Cloud with SysAid once more.

In order to convince the management team at Mission Health Services to migrate Hughes needed to work his magic.

In order to do so, Hughes addressed the top three organization's concerns: costs, security measures, and the benefits of automation to both the organization and its end-users.

Cost Savings

Hughes first began by comparing costs: how much it costs with on-prem to run servers, update services, make sure there was enough space and hard drive, manage the database, how many man hours these processes required, how much time he was spending making sure everything was up and running, and how much time was the IT team administrating to the environment. *"It's a very good cost when you look at everything that comes with it,"* says Hughes. *"It's hands down the way to go."*

As Hughes managed to exemplify, migrating to the Cloud meant no longer needing to consider the power, space, and maintenance requirements of rigid on-prem hardware or software. With the server-free solution, Mission Health Services always has access to SysAid's latest version, new features, and security enhancements, provided automatically, in real-time, and requiring no additional IT resources.

Security & Service

Protecting medical data is crucial for the success of a health organization. Since Mission Health Services has to meet HIPAA compliances, Hughes worked closely with SysAid to discuss his security concerns and how SysAid handles information. SysAid was able to provide that high level of tailored support in a very secure environment. SysAid's connection to AWS was able to alleviate any concerns relating to end-to-end encryption and security.

"We had to be careful about our end-users emailing patient data in a ticket. However, this is a thing I could let rest after talking with SysAid."

Another security concern had to do with security updates sent to the organization.

While on-prem only sent them quarterly updates, SysAid Cloud meant Mission Health Services received updates as they came, which was a huge game changer.

"When vulnerabilities happen, SysAid sends you out a notice that there could be an issue and gives a detailed scope of what they will do to mitigate it, and generally it is fixed before we even know about it," says Hughes. *"You receive these messages first thing when you log into your SysAid environment."*

Furthermore, with on-prem Hughes and his team had to log into the VPN each time in order to keep the system secured. With the Cloud, they could access SysAid from anywhere at any time without worrying about the system's security being breached.

Empowered Employees

Another added benefit Hughes looked into when considering the migration process was that of the organizations' end-users. *"We implemented SysAid for Teams, and it was awesome. Awesome for the IT team and great for end-users,"* says Hughes. Mission Health Services is now able to provide end-users with quick and easy access to curated knowledge-base articles and FAQs with information and guidance on how to handle common challenges. By empowering end-users to resolve issues independently, the organization's IT team has freed up more of its valuable time to focus on more pressing matters.

"Furthermore, in these couple of years they've witnessed a whopping 40% drop of MTTR. Since migrating to the Cloud, they've been able to reduce MTTR by another 10%."

Accessibility, Transparency, and Efficiency

SysAid Cloud ensures a level of omnichannel accessibility, which has contributed to increased satisfaction with IT support services among Mission Health Services' tenants and employees. "Our first benefit is the access anywhere without VPN and use of the mobile app as needed," says Hughes. "Furthermore, we get all the latest and greatest tools from SysAid as soon as they roll them out. There were/are a lot of awesome tools that work in the Cloud but not on-prem versions."

In the past two years since Mission Health Services first started working with SysAid, they've had 11,000 tickets created. The bulk of these tickets have been created since their migration to the Cloud several months ago.

Furthermore, in these couple of years they've witnessed a whopping 40% drop of MTTR. Since migrating to the Cloud, they've been able to reduce MTTR by another 10%.

"Migrating to the Cloud has greatly increased our productivity," says Hughes. *"It has also helped us truly measure our productivity and address areas that needed improvement on their MTTR, or commonalities with issues to find the root of the problem."*
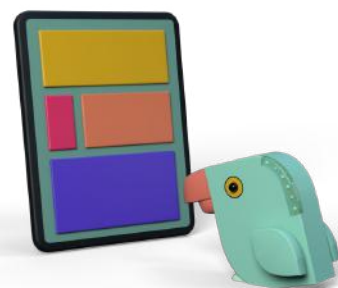
Sysaid Made it Easy to Get There

Migration to SysAid Cloud was simple and easy and met Mission Health Services' need to adhere to HIPPA compliances.

"The migration process was really quick and we had someone from SysAid every step of the way," says Hughes.

The process began with a kick-off call. Ten days later, Mission Health Services had done the sandbox migration. At the end of the month, they had a "go/no go" meeting and had to perform adjustments to the SysAid Cloud due to firewall policies. "The follow-up went great," says Hughes. "SysAid's team made sure every small detail worked. I was worried about our on-prem exchange working with the Cloud, and we were able to ensure it was up and working. In fact, it works better than when we were using on-prem."

The next follow-up was introducing Mission Health Services to SysAid for Teams. "That was a very slick and awesome integration to have," says Hughes.

For those on the fence about whether to migrate to the Cloud or not, Hughes says: *"Do it. Don't sit on the fence. Having the technical SysAid team and in addition to that the AWS team on your side, you can never have enough people working with you, especially security-wise. Hands down, whether you're a small IT team or a large IT team, having all those extra people watching and looking out on your behalf of security, is amazing and that's what every company needs."*