



BMC Past Performance

UVA Health Remedy Upgrade and Digital WorkPlace

Description of Work Performed, including Size, Scope, Complexity, and Responsibilities

Customer Name

University of Virginia Health System, 1105 W Main Street, Charlottesville, VA 22903

Leigh Williams, Administrator for Business Systems, 691-951-432, 1LTW5D@hscmail.mcc.virginia.edu

Overview/Geography: The University of Virginia Health (UVAH) System is a hospital that provides primary, specialty and emergency care throughout Central Virginia through a network of clinics as well as a main hospital that has more than 500 beds. The hospital has been a Remedy customer since version 2, meaning they have run Remedy on their service desk for more than 15 years. In December 2015, RightStar helped them upgrade to Remedy V9 and in February 2016 began a Service Catalog/MyIT project to replace SRM, eventually supporting 14,000 users. In 2017, RightStar completed a Change Management initiative and helped them consolidate eight help desks down to one and prepare for an EPIC (electronic health record software) In 2017, RightStar, performed an ITIL advisory assessment to analyze IMPACT, then bringing forward INNOVATION, and finally delivering SERVICE EXCELLENCE. In 2020, UVA Health is ramping up for a migration to BMC Helix.

Customer Problem:

Challenge facing in business

UVAH has had to deal with many issues facing other large healthcare organizations: how to consolidate different department level service desks into an enterprise service desk, how to simplify the fundamentals of IT service delivery, how to provide an awesome user experience, and how to prepare and support the hospitals EPIC Electronic Medical Record (EMR) upgrade go-live in July 2017.

Impact or affect this has on business

Most Healthcare organizations spend \$40M to more than \$100M to roll-out or upgrade an EMR system. An EMR system is now required by the insurers to ensure that the Healthcare organization is accurately charging its patients. An EMR is also expected of patients and providers, and helps UVAH stay competitive.

By offering surge support for the EPIC go-live, the UVAH service desk quickly ramped up to ensure that the support for UVAH doctors and nurses was responsive and accurate. This meant that doctors accurately recorded patient results and diagnoses, and scheduled patient appointments with no little or no delay, thus further ensuring patient satisfaction and reducing overall long-term doctor-patient costs.

What was the solution and how did they achieve their goals?

How we solved problem

UV says that they are “crushing it” with ITSM and has aligned the Healthcare mantra of better care/lower cost/better outcomes with ITL’s better/cheaper/faster. Specifically, for the consolidation RightStar provided the end user training to help overcome the users’ reluctance to move to a new system. We also added new Remedy licenses to handle the additional support required for the EPIC go-live.

Customers are excited and recognize the importance of an excellent user experience (and BMC’s Digital WorkPlace), and customers also value the ITIL framework and the importance of well-defined and executed service management processes. Another benefit is the ROI than a focus on knowledge and problem management offers. By making it easy to get answers quickly, and by providing specific support for departmental answers, the UVAH service desk has been able to “shift-left,” by reducing calls to the service desk and making people more

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efficient.

What are the real-world end user benefits?

How does their end user customer benefit from this?

Leigh's strategy borrows a page from BMC's MyIT (now Digital WorkPlace) playbook, namely:

1. Simplify the fundamentals of IT service delivery using the ITIL framework, and
2. Provide an awesome user experience.

Leigh is using the Digital WorkPlace portal, rebranded as MyHIT. Examples of service request types built include Facilities, reports and documentation, medical and custom application assistance, HR/Finance/Supply Chain, Network, mobile app, training, and email, eventually supporting 14,000 users. They are also using Smart Reporting, and eventually, Smart IT. Knowledge Management is another important future enhancement.

In particular, Smart Reporting allows UVAH to track progress made with customer sat, meantime to fulfill service requests, service requests closed per month, first contact resolution rate, and user self-service completion rate. Benchmarking these metrics against peer group data, helps UVAH along the path to continual improvement.

In a recent Epic EMR go-live, Digital WorkPlace played an important role in improving support and saving time. UVA developed a form that is embedded into the Epic application that allows users to submit an Epic ticket. In approximately one year, this form was submitted 16,673 times. Time saved as a result of Digital WorkPlace, rather than a phone call was 1346 hours or more than half of an FTE, a huge success.

How has this given them a competitive advantage?

In the competitive and highly regulated healthcare world, every dollar matters, and actions to reduce the overall cost of service management and improve customer (end-user) satisfaction means UVAH can better focus on its mission: *To provide excellence, innovation and superlative quality in the care of patients, the training of health professionals, and the creation and sharing of health knowledge within a culture that promotes equity, diversity and inclusiveness.*

GWU Helix Upgrade and BMC Chatbots

Customer Name,

The George Washington University, 44983 Knoll Square,
Ashburn, VA 20147

Description of Work Performed, including Size, Scope, Complexity, and Responsibilities

Size: RightStar has worked with GWU since 2011 in a variety of tasks related to BMC products and services including Remedy, Discovery, Helix, and Remedy Chatbots. The work is project based and has included Remedy software version upgrades, Discovery implementation, a “lift and shift” upgrade from Remedy On-Premise to Remedy as a Service (Helix), and most recently in 2018, Remedy Chatbots.

Scope: RightStar teamed with BMC to implement BMC Chatbots to improve customer service levels by adopting technology for both simple questions and answer knowledge base distribution for end users. Also included was the submission of complex service requests through integration with Digital Workplace and dissemination of service status updates to the GWU community. Work was begun in June and completed by August 27, 2018 in time for the students start of the fall semester.

Complexity: The BMC Digital Workplace with Chatbot for IBM Watson directly supports GWU’s goal to improve the student, faculty and staff experience through increased communication options, integrated support services and automated request fulfillment.

Experience Improvements:

- First Contact Resolution Through Chatbot Agent Support – satisfaction measured based on first contact interactions and request resolutions.

Objectives:

- Provide 24x7 Chabot agent support capabilities
- Reduce the number of live agent calls for requests that are optimized for the Chabot agent
- Integrations – designed to provide input driven solutions, request submission and end-to-end fulfilment of common activities
 - Claim e-mail account (Azure AD)
 - Reset password (Azure AD)
 - Register wireless device (GWPlay)
 - Knowledge Search and retrieve knowledge articles (GWiz)

Remedy ITSM – RightStar assisted with an initial analysis and overall Chatbot design, followed by the following tasks:

- Setup and configuration of the BMC Innovation Suite, Integration Service, Digital Workplace Advanced, the BMC Chatbot application and any SMS add-on interfaces such as Twilio.
- Ensured that BMC developed all required Integration Studio connectors, including MS Azure for account creation and password resets, and HP Aruba ClearPass for device registration.
- Worked with GWU for iterative refinement of Chatbot dialogs. This included any testing/feedback/redevelop cycles required to tune the Chatbot to meet expectations of the University faculty, staff, Division of IT, or student body

The trial go-live commenced on August 27 at the start of the GWU school term. RightStar assisted with go-live support during this period until October 1 when GWU made the decision to end the trial period and move forward with the final roll-out. The outcome was a satisfied student body, and happy customer. See summary below.

Summary: Instead of picking up the phone or walking to the IT Support Center, George Washington University students can now get their technology glitches fixed through an instant messaging chatbot, MARTHA. Powered by IBM Watson, and connected to a BMC Remedy Helix service desk, MARTHA can answer both technical questions like how to reset passwords or how to register devices on GWplay, the University’s streaming and

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gaming network.

GW is the first of its peer schools to implement a chatbot designed to help answer students' questions about technological issues. By answering questions that would otherwise take up paid staff members' time, MARTHA is reducing the overall cost of service management.

“Thanks to BMC and RightStar, we were able to implement BMC Chatbots in just under three months and in time for the students return in August. The adoption rate has been outstanding, with 88% of the students asking to make Chatbots a permanent service. Even better, we had 4,581 chats during the pilot period, a huge success. With Chatbots, students have full 24x7 access now compared to just phone access which is only open until 6PM.”

Donna Hill, Assistant IT Director, GWU at BMC Exchange NY, October 18, 2018