



Western Sussex Hospitals
NHS Trust
sees **70%** rise in
first call resolution

INDUSTRY: Healthcare

USAGE: IT

LOCATION: United Kingdom

Western Sussex Hospitals, part of the UK's NHS Foundation Trust, serves a population of nearly 450,000 people with the IT department responsible for managing 300 servers, 5,000 PCs and laptops, and catering to the requirements of nearly 6,500 users with 55 service desk agents. Their IT service desk was previously outsourced, as part of a shared NHS system, with both customers and IT staff unhappy with the quality of service provided.

The difficult-to-use self-service portal, in particular, hindered their IT operations, and after a thorough examination of the IT Service Management (ITSM) tool market, Western Sussex Hospitals chose Freshservice as their preferred platform and partner. Post implementation, they have experienced an organization-wide improvement in productivity thanks to increased self-service use, better IT service delivery and support processes, and greater customer satisfaction. The change in tool is predicted to result in a significantly higher cost saving over the next five years.

IT SUPPORT CHALLENGES FACED BY WESTERN SUSSEX HOSPITALS

Western Sussex Hospitals realized they needed a better-fitting ITSM solution, as the IT department faced a number of challenges with their existing tool, Marval:

- ◆ The existing portal was difficult to use - resulting in only 10% usage
- ◆ Difficulty in assigning tickets and tracking progress - leading to delays in ticket resolution

- ◇ Inability to automate manual processes
- ◇ Inadequate reporting capabilities - adding to lack of performance visibility
- ◇ The tool was expensive to maintain

Faced with organization-wide discontent with the existing IT service desk, Grant Harris, head of IT operations at Western Sussex Hospitals, decided that an in-house service desk tool would help to resolve many, if not all, of their issues. His team then spent several months analyzing 14 ITSM tools including those from Zendesk, Sunrise, and Hornbill.

WHY WESTERN SUSSEX HOSPITALS CHOSE FRESHSERVICE

Considering the complex IT environment of an acute hospital, the IT team faces significant pressure as they are responsible for quickly resolving IT issues that directly affect patient care. According to Grant, one of their toughest challenges was setting up the new help desk within three months due to their outsourced service desk contract coming to an end. They were, thus, faced with a deadline that couldn't be extended at any cost.

Western Sussex Hospitals finally chose Freshservice based on the following key criteria:



SaaS:

that Freshservice is a cloud-based ITSM solution by Freshdesk, a Google backed, SaaS company



Ease of use and intuitive UI:

with the team attributing Freshservice's "Clean, modern, and ingeniously simple" UI for promoting adoption

**Automation capabilities:**

allowing auto-assignment of tickets to free up critical time for other deliverables

**Self-service:**

A proven benefit of Freshservice, helping IT team ensure their renewed focus for improved self-service usage

**Customizability:**

The team further liked the ability to completely customize the portal to suit their requirements

**Dedicated support:**

The popular Freshdesk Direct Partnership Model (DPM) ensured that a team was always available for support, with the option to scale based on requirements

**Ease of implementation:**

Critical for the tight timeframe, the DPM helped them ease through the entire process

**Increased return on investment (ROI):**

That Freshservice provided more value for money, and benefited from saving costs from replacing the old tool

“Freshservice was willing to go the extra mile to make sure the system met our needs. Overall, Freshservice has been one of the best tools we have worked with – no matter what time of day it is, they always get back to us within a few hours of getting in touch.”

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Grant Harris

Head of IT Operations

Western Sussex Hospitals NHS Foundation Trust

KEY SUCCESSES WITH FRESHSERVICE

After the quick implementation of Freshservice and continued support throughout the process, Grant found that the solution’s clean, simple interface, and adaptability further won the IT team’s support.

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“We found the configuration of Freshservice very easy to learn, and were able to automate many of the important workflows in a matter of weeks.”

With Freshservice’s added ease of configuration and customization of the portal to suit the end-user’s requirements, Western Sussex saw significant improvements across the organization – beginning with improved perception of the IT team. As the performance of IT operations improved, so did their impression on the end-users. According to Grant, the IT team is becoming viewed as a value-add part of the business.

Automation also proved to be yet another big win for Western Sussex with Freshservice. It has notably reduced their time spent on calls, improved SLAs by ensuring that the right engineer gets relevant tickets, and relieved the pressure on their busy IT team.

In terms of quantifiable benefits, Western Sussex has achieved the following since the implementation of Freshservice:

- Self-service usage has already improved from 10% to 34%, increasing productivity for both agents and users
- End-users need only wait 20 seconds for an agent to pick up their ticket, as compared to 15 minutes with the old tool – helping with quicker technical support and improved resolution times
- Greater customer satisfaction with a rating of 93.7% – which is also boosting the morale of the IT team.

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“Our IT service is improving month on month, and is continuing to exceed everyone’s expectations.”

Metric	Before Freshservice	After Freshservice
 Wait times	15 minutes	20 seconds
 First call resolution	55%	93%
 Self service	10%	34.3%
 CSAT	-	93.7%
 SLA	-	96%

Western Sussex has also seen the following improvements since going live with Freshservice:

- Advanced reporting has allowed the Western Sussex admins and management to analyze the service desk and agent performance, and make considered decisions about service improvement, and
- Gamification of the service desk has considerably increased motivation among agents, and contributed to creating a competitive, albeit friendly, environment.



The success of the implementation, and the support provided by Freshservice, has since led to the project being awarded the Best Implementation of an ITSM Solution Award at the 2017 SDI IT Service & Support Awards.

“This project stood out as being remarkably different. Immediately the organization suddenly found it had a functioning helpdesk that met its needs, revolved around their priorities and ensured that every contact was a positive one. This project was the model of how all IT projects should be run – choosing the right product and partner was central to that success.”

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Ian Arbuthnot

IT Director

Western Sussex Hospitals NHS Foundation Trust

ABOUT WESTERN SUSSEX HOSPITALS NHS FOUNDATION TRUST

Western Sussex Hospitals NHS Foundation Trust serves a population of 450,000 people across a catchment area covering most of West Sussex. The Trust runs three hospitals: St. Richard's Hospital in Chichester, Southlands Hospital in Shoreham-by-Sea, and Worthing Hospital in the center of Worthing.

They became an NHS Foundation Trust on 1 July 2013, just over four years after the organization was created by a merger of the Royal West Sussex and Worthing, and Southlands Hospitals NHS trusts.

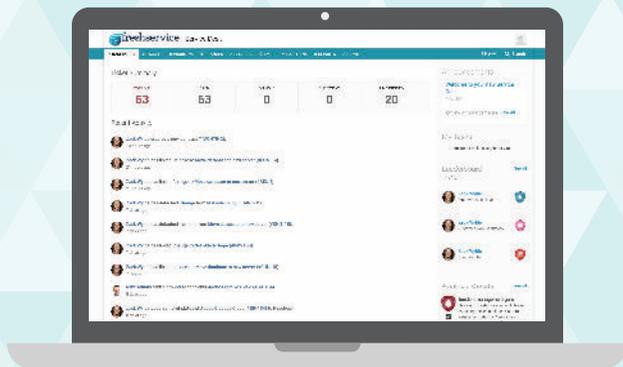
Western Sussex was rated as "Outstanding" by the CQC (Care Quality Commission) last year and the aim was to have an Outstanding IT service which matched the clinical services the Trust delivers. The Freshservice ITSM tool has helped them achieve this objective.

ABOUT FRESHSERVICE

Freshservice is a cloud-based IT service desk and IT service management (ITSM) solution with over 10,000 customers. Winner of SDI's Best Implementation of an ITSM Solution Award 2017, and ranked the best software for mid market IT teams in G2 Crowd, Freshservice is quick to set up, and easy to use and manage across the organization.

Freshservice leverages ITIL best practices to enable organizations to focus on what's most important – exceptional service delivery and customer satisfaction. With its intuitive and simple UI, Freshservice can be easily configured for use in various business functions like HR, facilities, marketing, finance as well as support customers' unique requirements. Native integrations with many of the most popular cloud services such as Google Apps, Dropbox, AWS, and Bomgar also speed up deployment and reach.

Freshservice is built on the proven Freshdesk platform, whose flagship customer service offering supports more than 100,000 customers worldwide, including Honda, 3M, Macmillan, Bridgestone, and UNICEF.



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