

CASE STUDY

INDUSTRY : HEALTHCARE

CLIENT DESCRIPTION

The client is a US-based healthcare provider operating nonprofit hospitals across the United States.

PROJECT BACKGROUND

The client was in the process of modernizing and migrating a large user base into Google Workspace. The migration would involve addressing a high volume of end-user tickets, including 150,000+ employees, 700 care sites, and 142 hospitals in 21 states. The helpdesk support would require responding to and resolving a massive volume of L1 tickets primarily related to end-users performing critical healthcare jobs.



MIGRATION OF HIGH-VOLUME USERS



HIGH VOLUME HELPDESK TICKETS

ENGAGEMENT

Simeio was engaged to manage the transformation, including seamless integration with Okta as the SSO platform.



DIGITAL TRANSFORMATION



OKTA INTEGRATION

SOLUTION

Simeio implemented a 24/7 critical helpdesk team and Service Now tickets to ensure a 100% response rate to the end-users including 150,000 employees and 25,000 healthcare professionals. Enriched with knowledge of Okta systems, the desk could respond to and fix authentication issues. High and moderate-priority desks were available for immediate help to ensure a frictionless experience. The Simeio team completed the migration with no business interruptions and high client satisfaction.

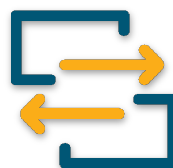
IMPACT



Addressal of
500 TICKETS PER WEEK



Avg response time of
5 MINUTES PER TICKET



SEAMLESS MIGRATION
to Google Workspace



Avg resolution time of
20 MINUTES PER TICKET

WHY SIMEIO?

The client found a unique and strategic partner in Simeio with its comprehensive suite of enterprise Identity and Access Management ("IAM") capabilities. Simeio enabled the client with "better, faster, economical and effective" IAM, in comparison to what the organization would have achieved building solutions on their own or "in-house".