

# 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 several thousand employees, several hundred care sites, and over a hundred hospitals. The helpdesk support would require 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.

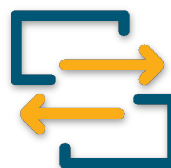
## IMPACT



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".