Allscripts

Summary

Allscripts healthcare software used DecisionOne engineered service solutions to boost field service efficiency, lower costs, and scale up for customer growth.

Services used in this solution:

- **WorkplaceOne**
  Global Deskside Services & Support

- **ServiceOne**
  24x7x365 Service Desk and Level I, II and III Support

- **ProjectOne**
  Infrastructure Assessment/Optimization

Challenge

Allscripts is a leading provider for electronic healthcare record (EHR) solutions, and it’s perfectly placed to ride the rising wave of healthcare technology. But, to capitalize on market growth, Allscripts needed to quickly ramp up its field service team and meet the demands for customer installations and support.

The company needed to overcome:

- **limited scalability** for field service could limit customer growth
- **escalating costs** for field service delivery could reduce margins
- **inefficient allocation** of field service across broad geographies could impact client support and satisfaction
- **increasing customer expectations** for Service Level Agreements (SLAs) could increase field service demands
The healthcare industry increasingly depends on electronic records. That means a healthcare facility’s hardware maintenance, system uptime, and end user experience have become critical issues.

“Delays in service have the potential to impact not only our overall client satisfaction, but a provider’s ability to deliver patient care,” said Jesse Alexander, the leader of Global Managed Services for Allscripts.

“Allscripts Maintenance Services are a critical component to our value proposition and, given the importance of referrals and renewals to our continuing success, Allscripts needed to make sure we partnered with an organization that could deliver,” Alexander explained.

**Solution**

Allscripts wanted to do more than meet field service demands—the company wanted a partner to help it empower growth, improve client satisfaction, and lower operational costs.

After an extensive vendor review process, Allscripts selected DecisionOne for its:

- nationwide infrastructure
- healthcare industry experience
- integrated service delivery (field, logistics, and remote support)
- enhanced SLA coverage and support options (such as next-day and same-day coverage)
- multi-vendor flexibility to grow business across OEM platforms
- experience at growing customer support

“We were really impressed not only by DecisionOne’s experience in service delivery and infrastructure support services, but also by the number of positive client testimonials. It was clear they were the vendor that could help us achieve our goals while mitigating the risk of implementation and transition,” Alexander said.

DecisionOne used its engineered services approach to analyze the company’s current service delivery process and its future needs. Allscripts, DecisionOne, and its customers, carefully planned and communicated a transition plan and service infrastructure with improved patient care and workforce productivity. “The transition to DecisionOne was a non-event from a customer impact perspective,” said Alexander.
DecisionOne provided:

- **WorkplaceOne** Global Deskside Services & Support and **ServiceOne** 24x7x365 Service Desk, for response and escalation processes to ensure the first line of onsite support, real-time access, and customized reporting for all call flow information.

- **ServiceOne** Level I, II and III Support, with field service technicians using a proven methodology to onboard 100 existing Allscripts Healthcare Certified Technicians (HCTs) to DecisionOne, ensuring a continuity of service, retained knowledge, and minimal impact to the end customer.

- **ProjectOne** Infrastructure Assessment/Optimization, for program management with a dedicated program manager and executive sponsor, empowered to advocate and participate in business development opportunities. The team also provided structured reviews, through a structured engagement partnership that included weekly, monthly, and quarterly operational reviews on SLA attainment.

**Results**

With DecisionOne, Allscripts achieved its goals to empower growth, improve client satisfaction, and lower operational costs:

- 20% lower annual operating cost
- 99% SLA attainment for service, with 1,850 service calls per month
- 100% SLA attainment for installations, with 300+ new healthcare client installations that each averaged more than 50 devices
- 8,000+ nationwide customers served
- Lower costs per unit and increased uptime through improved operational use
- Improved capacity for corporate growth
From the client:

“As a result of our partnership with DecisionOne, we have saved over 15-20% per year—those are hard savings in terms of resources, materials, and infrastructure costs.”
—Jesse Alexander, leader of Global Managed Services for Allscripts

About DecisionOne

DecisionOne is the largest independent provider of IT infrastructure services.

Founded in 1958, DecisionOne now provides a comprehensive portfolio of services with technicians and parts ready at deployment points around the world. DecisionOne has the largest W-2 workforce of any independent IT services provider, providing customized solutions for a diverse range of industries anywhere, anytime. DecisionOne and our sister company, Maintech, offer a range of services that make us the go-to partner for hundreds of companies around the world—from small businesses to the largest global enterprises.