



70% faster client onboarding

360-degree operations reporting

Superior support experience



Dell Services

 **INDUSTRY**
Healthcare

 **CHALLENGE**
Provide reliable, HIPAA-compliant healthcare help desk services at a competitive price point.

 **SOLUTION**
With **BMC Remedyforce**, Dell Services has transformed its business model to deliver EMR support services tailored to the requirements and economics of small to midsize healthcare organizations.

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage.
BMC – Bring IT to Life

Dell Services delivers improved support, efficiency, and compliance for critical help desk systems and patient records

BUSINESS CHALLENGE

Already a top IT services provider in the global healthcare market, Dell Services identified new opportunities offering help desk services to small-to-midsize physicians' practices and hospitals. First, the company had to transform its business model to suit the needs and economics of this segment. This included providing reliable, HIPAA-compliant support for electronic medical record (EMR) systems at a highly competitive price.

BMC SOLUTION

Dell Services chose BMC Remedyforce to power its cloud-based eResponder® ticketing system. Strong Remedyforce value points include its ITIL® compatibility, high scalability and availability, HIPAA compliance, mobile support, ease of integration, and competitive subscription pricing.

BUSINESS IMPACT

Remedyforce helps Dell Services provide the affordable yet highly responsive help desk its small-to-midsize healthcare customers need, while ensuring full compliance with both HIPAA requirements and ITIL standards.

- **New client onboarding time is 1–3 days, down from 4–6 weeks**, accelerating time-to-value for customers and revenue generation for Dell Services.
- **Comprehensive reporting with a 360-degree view** across EMR solutions, clients, and Dell employees helps Dell Services measure support operations performance and find areas for improvement.
- **A cost-efficient subscription model** enables Dell Services to make high-end help desk services available at a competitive price for small and midsize organizations.
- Self service, chat, mobile support, and other capabilities **facilitate interactions, increase efficiency, and reduce support costs.**

“The support we receive from BMC is phenomenal. And just four months after going live, we’re already expanding beyond our original scope. We’ve already completed the configuration of two healthcare applications and we’ve also done a Remedyforce implementation for our enterprise resource planning team to support their applications,” said Ajay Aiyar, project program management consultant for Dell Services Physician Services Group.