

# ISOdx Helps CareTech Solutions Win Customers, Save Time, Be Competitive

## CareTech Solutions Case Study

### THE CUSTOMER

CareTech Solutions is an information technology and Web products and services provider for hospitals and health systems. They provide services in nearly every facet of information management, from implementing emerging technologies to supporting the day-to-day IT required by clients. Serving more than 50 hospitals, CareTech has major outsourcing and facilities management service agreements in place as well as partial outsourcing, deployment and ASP agreements.

### THE CHALLENGE

The CareTech challenge is to maintain the integrity of the client's IT environment and solve issues proactively and reactively while protecting critical data. As a business, it is important for CareTech to grow by attracting new clients and maintaining current customers by ensuring efficiency and productivity. ISOdx Rapid Resolve OEM has been an asset to CareTech in both regards.

ISOdx Rapid Resolve OEM equips IT services and support companies to differentiate themselves from competitors by providing better and faster customer support than ever before. Using ISOdx Rapid Resolve OEM, IT service and support companies can resolve problems before they impact customers and provide a reliable, consistent and accurate reference source for problem resolution, documentation, audits, staff training and more.

### HELPING CARETECH WIN CUSTOMERS

"We use ISOdx to help us win business," said CareTech chief technology architect, Eric Foote. When working with new clients, CareTech begins by establishing solid relationships, listening to needs and concerns, and executing an assessment process to establish an accurate inventory of the IT infrastructure. Prior to partnering with ISOdx, if CareTech won an account, they had to repeat a full assessment for the customer because of the changes occurring between the quote phase and the implementation.

"Now we use ISOdx and its assessment feature to perform the hardware/software assessment by taking a snapshot of all servers. That way, after the deal is won, we can compare 'what is' to 'what was' with the ISOdx snapshot. This provides a real competitive advantage in accuracy and time to complete a quote. Without ISOdx, a typical assessment took several people about a week, and with ISOdx, one person can do it in two to four hours."

### BENEFITS

When asked to rank the top benefits CareTech has gleaned from ISOdx Rapid Resolve OEM, Foote was quick to mention owning device history. "The ability to have historical records of a system is extremely valuable. If there are problems, you can quickly see what's changed, between any two points in time, and resolve the problem quite quickly."

Server comparison also was at the top of his list. "We use ISOdx Rapid Resolve to compare farms of servers. For instance, at a site of 200 servers that should be identical, that isn't always the case. We can compare those servers using ISOdx and rapidly identify differences. We then replicate the working configurations instead of having to go through the painful process of rebuilding a server.

"It is really hard to quantify a dollar value with ISOdx, because the value is in the results. I can tell you that the cost of the product has never been a disputed issue at this company."

SSPA RECOGNIZED  
INNOVATOR  
FOR PROACTIVE SUPPORT

DATA STORAGE TOP 10  
PRODUCT

TOPCAT FINALIST FOR  
OUTSTANDING PRODUCT

SOCIETY FOR TECHNICAL  
COMMUNICATION AWARD  
WINNER

#### OTHER INNOVATIVE USES

For the data centers CareTech serves, they run ISOdx on the hosted servers to maintain detailed historical records. ISOdx Rapid Resolve OEM maintains hundreds of thousands of aspects of the physical hardware, operating system and applications. "And when we are responsible for a system, except for the administration (which is frequently the case in outsourcing), we run ISOdx on those systems to level the playing field," said Foote. "If there is a change, we know exactly what it is, down to the character, and that wasn't possible before. Knowing there was a change allows us to have current and first hand knowledge of modifications taking place in the system and to take proactive or reactive action. We don't have to wait to be informed by a system user."

#### DATA MIGRATION STORY

Foote recounted one story he sees as an outstanding example of how ISOdx Rapid Resolve brings value to CareTech. When CareTech planned to migrate a new hospital into its data center, the incumbent IT services provider claimed its server configurations were proprietary and refused to share any information. "We were looking at having to build 60 application configurations from scratch," Foote said. "We would have the data but no application configurations. That would have caused 72 to 96 hours of downtime for the hospital and possibly put patient care at risk."

"So, before the transition to CareTech took place we looked at the system using ISOdx and created a record of all the configurations. We didn't have to start from scratch and were able to have the customer up and running in less than 30 hours with zero downtime for the hospital."

#### ABOUT ISODX SOLUTIONS

ISOdx solutions were created to address the fact that 87 percent of IT problems are triggered by infrastructure changes. It's two products—ISOdx Rapid Resolve for help desk support teams and ISOdx Rapid Resolve OEM for IT service and support organizations—have been proven to reduce mean time to IT problem resolution by up to 75 percent.

#### ABOUT CARETECH SOLUTIONS

CareTech Solutions Inc., an information technology services provider for hospitals and health systems, is committed to creating value for clients through customized, flexible solutions that contribute to improving patient care while lowering health care costs. From implementing emerging technologies to supporting day-to-day operations, CareTech offers clients expert services across the entire patient data life cycle.



ISOdx Rapid Resolve OEM™ equips IT services and support companies to differentiate their brand by providing better and faster customer support than ever before—which translates to increased profitability potential, enhanced customer loyalty and a more strategic approach to work.

ISOdx Rapid Resolve OEM allows IT service and support companies to fix problems before they impact customers, and provides a reliable, consistent and accurate reference source for problem resolution, documentation, audits, staff training and more. Customers recognize your company as having a unified, more valuable approach when using this solution, because their problems are quickly solved and your ability to serve them pro actively is impressive.



ISOdx Rapid Resolve™ is IT service and support software that equips help desk support teams to transform their power to drive down costs, drive up efficiency, pro actively prevent issues and solve problems faster than ever before.

By pinpointing problem sources IT teams can significantly reduce staff time to laborious research and investigation. Frontline IT professionals are empowered to resolve more issues with unmatched speed and gain the ability to develop troubleshooting best practices, processes and procedures with incredible efficiency.