

# Improve Clinician Satisfaction and Reduce Costs With Expert Support

Epic Clinical Service Desk by NTT DATA

## Benefits:

- Enhance your users' experience with high levels of first-call resolution
- Reduce the workload of your onsite support team
- Enable your high-cost resources to focus on other complex activities and project work
- Accelerate overall implementation, deployment and adoption
- Significantly improve change management and adoption

Improve clinician satisfaction, productivity and Epic adoption while lowering your costs. Your care providers are your most valuable resources. And just as patients expect high levels of expertise and knowledge from their doctors, clinicians expect that same expertise from their Epic support staff. They need consistent quality, processes and responsiveness so they can easily adopt and maximize the Epic system.

But if your existing Epic support team is understaffed, lacks the appropriate experience, and provides inadequate first-level support, your clinical end users can become extremely frustrated. This can undermine your efforts to roll out and maximize your Epic system quickly and efficiently, and it can hinder your ability to realize a return on your investment.

That's why Epic Clinical Service Desk by NTT DATA provides your users with effective front-line support that can increase satisfaction and adoption. Our knowledgeable team of clinicians, medical professionals and technicians can help with any application and user challenges, right on the first call. We work with you to improve physician and clinician satisfaction, productivity and overall system adoption, while helping to reduce your total cost of implementation and support.

## Our numbers show our effectiveness

Our Epic Clinical Services Desk team members do an exceptional job of quickly answering questions and resolving problems for Epic clinical users, getting them back to work within 5 minutes. Here are the facts that prove it:

- 14,000: number of Epic clinical user contacts per month
- 95%: number of questions answered/problems solved with just one call. Only 5% required tier 2 assistance.
- 23 seconds: average time to answer questions and resolve problems
- 90%: number of questions answered/problems solved in under 30 seconds
- 20 seconds: average wait time to talk to a Clinical Service Desk expert
- 4 out of 5: satisfaction rating by users



Our industry-leading Clinical Service Desk provides frontline support for your Epic systems and end users with:

- A hospital-experienced clinical support team with extensive domain knowledge across all of Epic's clinical, patient access and revenue cycle products
- A single point of contact for hospital-based, ambulatory and affiliated practice users
- Seamless integration with your organization's HIS workflows
- A scalable solution to accommodate your short- and long-term growth plans
- 24x7 support

### **Unique, scalable service that utilizes in-depth domain expertise**

Clinical Service Desk provides your physicians and clinicians with the immediate support, coaching and guidance they need to optimize the use of your Epic system. Your end users will have 24x7 access to a frontline support team staffed with clinical and application experts.

Your users can utilize our team's hands-on knowledge and in-depth experience across Epic's entire set of integrated applications to resolve specific issues related to the use of the software, get incremental training to help them stay abreast of the latest releases or gain helpful guidance on how to best use the system to help them deliver the highest level of care.

Our team includes experienced Epic resources with certifications and training to help your organization implement, optimize and maintain your Epic system. We apply our domain expertise and best-in-class knowledge repository of more than 6,500 knowledge base articles detailing best practices garnered over years of experience with leading HIS vendors to resolve end-user questions and issues. These articles are customized to your organization and Epic configuration, policies, processes, clinical flows, and existing support team structures.

### **Get speedy, first-call resolution**

Let's face it. Nobody wants to be put on hold when they call IT for critical support — especially physicians and clinicians. With one phone call, your healthcare providers will get quick resolution to their issues. As part of our service-level agreement, we provide timely resolution of issues during the initial contact by the end user. When escalation is required, we have the experts on call to fix the problem on the spot. We help determine root causes for common incidents to mitigate future issues and call volumes wherever possible. All calls and incidents are handled using a robust ticket management system based on the IT Infrastructure Library (ITIL) framework. We will also conduct surveys to ensure quality and satisfaction, as well as provide standard and customized reports to keep you well informed.

### **Free up your highly skilled resources to focus on strategic initiatives**

Clinical Service Desk enables you to free up your team members to focus on higher impact and more strategic initiatives. If you are like most organizations, you have limited resources, and you need to focus attention on key priorities such as implementing new Epic functionality and ensuring your infrastructure and cloud environments are designed to support your growing clinical demands. Freeing up your Level 2 team will save you time and money by avoiding duplicate work efforts and reducing the need for high-cost, temporary third-party personnel.

With help from  
NTT DATA, you  
get support that  
can maximize  
the value of your  
Epic investment  
while minimizing  
your costs.

### Why NTT DATA

NTT DATA's Epic Clinical Service Desk is designed to help your organization realize the full benefits of your Epic investment by offering frontline, world-class support from the right people, processes and technologies. Today, thousands of care providers worldwide rely on NTT DATA to provide services and support for their Epic systems.

We offer a proven, reliable delivery model and an experienced team who can help you improve clinician satisfaction and speed up adoption of Epic across your enterprise.

Drawing from extensive global resources, we offer great rates for highly skilled people and rapid implementation services. We use best practices to accelerate results, and our disciplined workflows and use of automation enable us to manage complex IT and clinical environments at lower costs.

With NTT DATA, you get the quality you would expect from a global healthcare services leader at a price you can afford.



### Accelerate implementation and deployments

Our team will work with your staff to provide an additional layer of support related to real-time education of users following best-practice workflows unique to your organization. With our team informed about upcoming training, upgrades, SUs and IUs, as well as other maintenance activities, the impact on your clinicians and the burden on your application management team can be significantly reduced.

### End-to-end clinical and technical support

Clinical Service Desk is complemented by our consulting practice, application support and management, and technical service desk. Our end-to-end scalable solutions ensure quality service throughout the continuum of care delivery. Recognizing the critical importance of your healthcare applications to the delivery of care in your organization, we provide a range of Epic support practice services to ensure you realize the full benefit of every application.

Visit [nttdataservices.com](http://nttdataservices.com) to learn more.

NTT DATA Services partners with clients to navigate and simplify the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. As a division of NTT DATA Corporation, a top 10 global IT services and consulting provider, we wrap deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.

**NTT DATA**