

\$100,000

Savings per year

+2

Levels ITSM maturity improvement

10

Custom solutions built on platform

Leading hospital elevates patient care through better IT service management



Atlantic Health System

The Challenge

The Atlantic Health System (AHS) IT team provides support for equipment, hardware, and more than 400 predominantly healthcare-specific software applications across four hospitals and 20 outpatient locations. The legacy IT service management solution AHS relied on was labor intensive, unable to support ITIL processes, and difficult to expand without requiring resources AHS could not spare. Multiple critical applications did not integrate well with their IT service management tool, and configuration difficulties left the AHS team time fighting fires related to the tool instead of fulfilling its service delivery initiatives. IT was unable to optimize its own processes, much less be proactive in creating the solutions they aspired to provide.



“The implementation of Cherwell means we can build better, more cost-effective solutions which, in turn, allow everyone to invest in and focus on higher-value activities that result in higher quality care.”

Dan Sisto, Information Service & Support Manager

The Solution

Cherwell® Service Management was exactly what AHS needed. AHS immediately implemented ITIL Incident Management and Change Management. A Configuration Management Database (CMDB) soon followed, as well as a whole host of new capabilities and rapid-fire process improvements. Cherwell's platform allows AHS's IT team to make changes at the application level without fear of breaking the code or losing configurations when they upgrade to the next version.



Business Impact

- Reduced upgrade, configuration, and maintenance costs by \$100,000 per year
- Quickly implemented key ITIL processes and other ITSM process improvements
- Designed custom applications for hospital and outpatient location needs, as well as applications for HR, Payroll, and Employee Wellness
- Integrated Cherwell Service Management with other crucial IT applications