

One service desk for all of Västerbotten: upKeeper is the key

Users who are located at many different locations throughout the geographically widespread county, an increasing number of incoming support tickets and the challenge of getting hold of users who should be able to focus on taking care of their patients: with upKeeper this is both environmentally friendly and cost-efficient.





How do you support your staff when they are spread out in a county as big as Västerbotten in Northern Sweden? With upKeeper, the answer is: fast, easily and efficiently.

– Personally, I think the biggest benefit of the way we use upKeeper is that we are able to solve many of the incoming support cases in our first line team”, says service desk team leader Monica Liljestrand at University Hospital of Umeå. “We unburden the technicians in our 2nd line team and our users get the help they need instantly, which has decreased the handling time for them so that they quickly regain access to their applications and systems.” Service desk at the university hospital has used upKeeper for seven years now. Without upKeeper it would have been extremely difficult to manage the increasing

amount of support tickets. The department consists of seven people and a team leader who take care of about 7500 support cases each month, which are reported both via phone and web registration. “We install and re-install programs and operating systems— our users often get help directly on first-contact.” Mostly, the service desk is contacted by health care staff, which makes it sometimes really difficult for those taking over a support case to get hold of the user who registered the case.

Facts

- 5400 of 7500 monthly incoming support tickets can be solved directly in 1st line support, over 20% of these using upKeeper
- upKeeper also gives you technical information: memory, model and when it's time to upgrade
- With upKeeper, support cases can be handled in an environmentally conscious way, no traveling is required even when users are spread out all over wide geographic area.

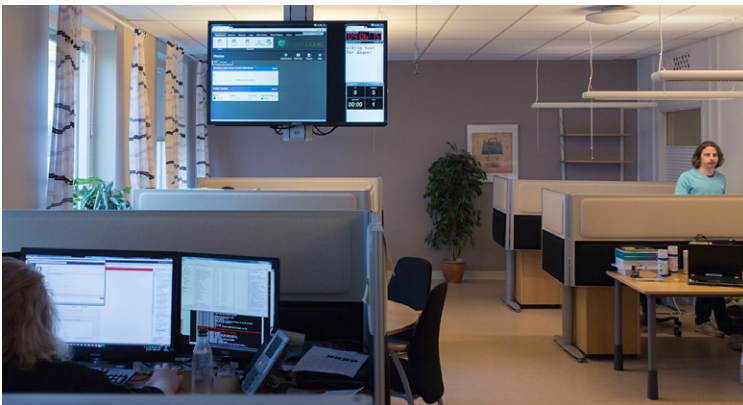
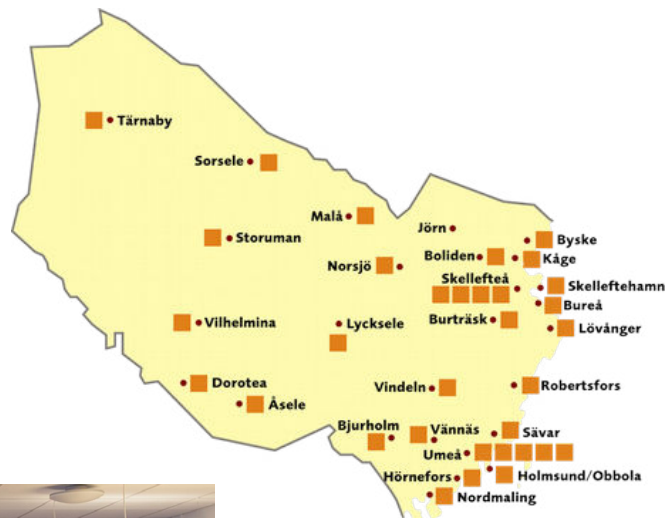


Image Credit: Jan Alfredsson and Service Desk, County Council of Västerbotten