



Webmedx Deploys Numara Software's Numara FootPrints to Centralize Service and Support to Large Remote Workforce Located Across the United States

Customer

Webmedx, Inc.

Business Challenge

- Manage large and remote workforce
- Formalize employee turnover processes and constant change
- Optimize and actively support mission-critical document management application
- Manage change and IT support for critical data center

Numara FootPrints Products

- Numara™ FootPrints®

Business Applications

- IT help desk
- Client services
- Data center
- Change management
- Development and bug tracking

Key Features for Webmedx

- 100% web-based architecture
- Metrics and reporting
- Auto Escalations
- Ease-of-use
- Ease-of-administration
- Two-way email management

Business Benefits

- Improved workflow
- Streamlined business processes to bolster productivity and deliver efficiency gains
- Enhanced employee service and support enhances work quality and staff performance levels
- More advanced reporting leads to improved and accelerated decision making

Webmedx, Inc. is one of the largest medical transcription outsourcing companies in the United States. The company provides workflow technology integrated with transcription services to produce, distribute, access, and control clinical reports enabling clients to focus on the business of patient care.

Founded in 1996, Webmedx developed the first Application Service Provider (ASP) solution for Radiology Information Systems, Clinical Report Production and Management, and Enterprise Scheduling. Webmedx customers include hospitals, imaging centers, and medical practices.

The company's technology enables customers to use mission critical clinical and enterprise applications in a faster and more cost effective manner, on either a subscription or transaction basis. The service offers significant financial benefits, and eliminates the need for the customer to add additional resources.

The Challenge

Webmedx employs nearly 500 individuals across the United States that work from their homes and small offices. With such a large and remote workforce, it was essential for Webmedx to have a web-based system in place to improve workflow, streamline processes, and have all service and support issues tracked and managed within a centralized location.

In the medical transcription business, employees are transitioned in and out regularly. At Webmedx, numerous departments are involved when a new employee is hired or when a departing employee leaves the company. For example, user accounts must be created, computers must be purchased and distributed to new hires, the finance department needs to ensure new employees are on the payroll, etc. With these types of changes occurring on a regular basis, Webmedx required a service desk solution that would make all of this cross-department work a seamless process.

"Previously, we had a manual system in place in which we used Microsoft® Excel spreadsheets for all of our issue tracking," explained George Liptak, Vice President of Technology and Development at Webmedx. "Needless to say, this method was not the most efficient of processes as many issues were falling through the cracks. When we decided it was time to look for a comprehensive service desk system, we needed it to be a web-based system with multi-project support, and one that was customizable to meet the changing needs of our organization. We also wanted the ability to track and manage all issues across our organization within one centralized location."

Numara FootPrints at Webmedx

The Choice

In 2000, Webmedx began its search for a service desk solution to replace its out-dated, manual process of Excel spreadsheets. The company started its search with an analysis of two service desk products on the market: Numara® Software's FootPrints® and Avensoft's Perfect Tracker. While both products were web-based, Numara FootPrints provided far superior reporting capabilities and escalation features than did Perfect Tracker. For these reasons, and because the product is easy-to-use, simple to deploy, and extremely customizable, Webmedx chose Numara FootPrints as its new service desk product.

Used by nearly 2,500 organizations worldwide, Numara FootPrints offers a 100% web-based platform to automate help desk and customer support operations, as well as other business-critical processes.

“We really like that Numara FootPrints can support multiple projects across different departments, and that the product can be customized to fit our needs,” said Mr. Liptak. “We are able to use Numara FootPrints as our issue tracking system to send status of an issue, assign work to employees, and/or check the status of any ticket. Simply put, Numara FootPrints enables us to track and manage all issues that we put into the system quickly and efficiently.”

The Solution

Webmedx uses Numara FootPrints extensively to track and manage all of the development work, issue tracking, and new enhancements related to the company's unique enterprise document technology – WebmedxEnterprise™. This application technology is designed to dramatically increase the productivity and lower the cost of dictating, transcribing, signing, distributing, and accessing clinical reports in all disciplines – anywhere, anytime.

“We have many different environments that need to be monitored when it comes to our WebmedxEnterprise application,” explained Mr. Liptak. “We have a development environment, solution center, data center, call center, and others. With FootPrints, we have the ability to track all issues within one location, and everyone can easily view and access the system.”

To track all of these different environments related to WebmedxEnterprise, Webmedx has set-up a total of seven projects within Numara FootPrints. Some of these projects include:

Solutions Center (Help Desk)

Within this project, Webmedx agents create tickets based on every phone call or email that they receive related to service and support issues. The agents enter these issues into the Numara FootPrints system and track each ticket on a per-client basis. Webmedx utilizes Numara FootPrints' escalation and auto-routing features to assign work to agents based on existing service levels agreements (SLAs) with their customers.

“Our solution center, or help desk, is split between two offices (Pittsburgh, PA and Spokane, WA), so it is very beneficial to have a web-based system like Numara FootPrints in place,” said Lena Cress, Manager of the Solution Center at Webmedx. “Having one centralized system that is easily accessible via a web browser enables us to distribute workflow evenly to all of our agents.”

From the solution center project, Webmedx creates customized reports to communicate to different internal groups the type of activity that is going on with Webmedx clients. For example, Webmedx reports on ticket volumes, how long it takes to process a ticket, average time

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- George Liptak, Vice President of Technology and Development at Webmedx

to close tickets, etc. The company also generates reports for its internal employees to see the total number of tickets each agent submits and closes each month, average time it takes a specific agent to close a ticket, etc.

“We have senior management meetings and our department heads present reports that are generated from FootPrints,” said Mr. Liptak. “These reports help us identify what we are doing well, and the areas where we need to improve. We can also run automated reports to find key trends and determine if we need to make any changes in staffing, etc.”

Client Services

“One of the best things about FootPrints is the multi-project support, where we can really divide it up and use it for different purposes across different departments,” explained Craig Wilkins, Director of Client/Support Services at Webmedx. “The 100% web-based capability of FootPrints is extremely important to us. Client services team members work out of different offices or out of their homes, so it is important for them to have the ability to go in through a web-browser and track all client services items.”

In the client services project, Webmedx uses pre-programmed tickets with all of the significant dates and/or events for its customers. For example, contract renewal dates, monthly meetings with customers, quarterly reports, even anniversary dates that a customer started working with Webmedx – all of these are tracked within the client services project.

“Basically anything we do that affects any of our customers, we generate a ticket within FootPrints and we utilize the FootPrints calendar to display those events so that everyone throughout the company can see when we’re going to have on-site activity with a certain customer,” explained Mr. Wilkins. “We also use FootPrints to track notes that are transcribed during customer meetings. Typically our agents will upload their agenda for a meeting, and afterwards, they’ll go in and put in their notes so that we can follow-up on specific action items and other requests.”

Data Center

Within the data center project, a ticket is submitted for any problem or issue that an individual has with data center equipment (i.e. an application not working properly or a system being down). Webmedx ensures that all of these issues are followed-up on and resolved to resolution.

In addition, Webmedx utilizes Numara FootPrints to track and manage all changes related to infrastructure (i.e. firewall, database, an operating system, etc.). “This project helps us keep track of all changes made within our organization so that we can ensure a smooth transition anytime a change is made,” stated Chris Melaro, Systems and Database Administrator at Webmedx. “Any change that is going to be implemented is logged in the data center project in FootPrints. This enables Webmedx to have a log of all changes that occur in the organization.”

Development and Testing

Webmedx has created a development and bug tracking project within Numara FootPrints to track new releases of the company’s WebmedxEnterprise platform. “When we have a new release of our product, it goes through several stages including development, features review, testing environment, staging environment, and more,” said Mr. Liptak. “Once the product goes through acceptance testing, we use FootPrints to generate a ticket that says ‘OK, we’re going to put this into production on the second Tuesday of the month at 4:00 in the morning.’ Then we will update FootPrints and say the ticket is completed. This gives us the ability to go back and see all of the new releases of our product and see all the changes that were made.”

Webmedx also uses Numara FootPrints to monitor all of their systems across their organization. This is very critical to Webmedx because it allows them to see when something is going wrong and allows them to be proactive about managing and solving problems. “FootPrints’ email management capabilities allow us to send emails into the system at anytime,” said Mr. Liptak. “We now know when an issue has been solved, what issues need to be solved, what the status of other issues are, etc.”

Numara FootPrints at Webmedx

The Results

Webmedx has recognized a significant number of business benefits since implementing Numara FootPrints. One of the main benefits has been the improvement in workflow among agents, employees, and staff.

Within the client services department, the key benefit is that remote workers can log-in via the web-based system to track all significant customer activities, and make comments based on the communication that they have with customers. This allows everyone in the organization – even members of the team that are not directly responsible for that particular customer – to get a clear picture of what the status is with all customers.

“In the past, we have had countless instances where issues fell through the cracks,” said Mr. Liptak. “FootPrints is a great product to use to make sure you don’t miss anything. The product is simply a great communication logging tool for us at Webmedx.”

Since the implementation of Numara FootPrints, Webmedx has been able to process thousands of more tickets per month, while closing tickets at a faster rate. There are anywhere between 5,000 – 8,000 tickets processed per month in the solutions center/help desk project at Webmedx. The company open and closed more than 100,000 tickets in the past year alone.

Without Numara FootPrints and its web-based ability to span easily across two support center offices (located on opposite sides of the country), Webmedx would not have been able to take advantage of the three hour time zone difference – staffing its call center so that it could spread the resources across these two facilities.

“In addition to all of the benefits that we have seen since implementing FootPrints, the escalation features of the product are just a wonderful tracking system for us because any place that we are – in the office or at home – any hour of the day, we have the ability to update issues within the system,” explained Ms. Cress. “This is extremely important to an organization with a large remote workforce.”

Another benefit for Webmedx is Numara FootPrints’ ability to monitor equipment at customer sites. With Numara FootPrints, the company now has a single interface from which to monitor and react to all alerts. This allows Webmedx to run their operations more smoothly and solve problems before customers even know about them.

See the Numara FootPrints Difference

To register for a one-on-one guided walkthrough, attend a webinar or download a trial, call us at (800) 557-6970 or please visit: www.numarasoftware.com.

About Numara Software, Inc.

Founded in 1991, Numara Software, Inc., (formerly Blue Ocean Software), is a global provider of service desk management solutions for IT and support professionals who need to simplify and gain control over their increasingly complex environments.

The company’s two flagship products, Numara Track-It! and Numara FootPrints, make it the service desk management leader in small to mid-sized enterprises, serving IT and support professionals at more than 50,000 customer sites worldwide.

Overall, the Numara Software trusted solutions automate critical IT and support functions, such as service desk automation for internal and external support along with asset management, software patch and deployment, and network monitoring for small and mid-sized enterprises.



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