

Carestream Case Study



Vantive Replaced in Less than Six Weeks

Business Overview

A former division of Eastman Kodak Company, Carestream Health Inc. provides medical and dental imaging systems, molecular imaging systems, and non-destructive testing products to a broad base of international customers. Their portfolio includes radiology and information management solutions (RIS-PACS, IMS), CR and DR, CAD (computer aided detection); medical and dental film, laser imagers, services, mammography and oncology solutions; and a variety of digital and traditional dental imaging products.

Carestream Health products and services are in 90% of hospitals worldwide. It holds more than 1,000 patents for medical and dental imaging

“When Onex acquired Kodak’s Health Group, we needed to replace a complex and highly customized Vantive system, while maintaining support for business processes based on that system, in less than two months.

Six weeks later, Agiloft’s implementation staff had reproduced the Vantive data structures and relationships, imported the existing data, replicated the Vantive functionality, added new functionality, documented it, and trained us so that we could maintain it ourselves.”

– Richard Miller,
Technical Project Manager

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Challenges

Before its buyout was final, Carestream Health, Inc. needed to quickly find a web-based replacement for Kodak’s Vantive service desk. The solution needed to be flexible enough to incorporate additional functionality, including problem management, change management, procurement, provisioning, systems



Industry

- Medical, Dental, and Molecular Imaging Systems

Challenges

- Over 400 allocation rules determining which team would be assigned a particular issue
- 80 assignment teams with different working hours
- Varying number of approvals needed for different request types
- Complex workflow

Agiloft Solution

- Hosted BPA solution
- Java™ Platform, Enterprise Edition
- 64 bit Linux OS with redundant hot-swap servers.

Benefits

- Integrated system solves multiple technical issues
- System supports hundreds of staff-customized allocation rules without programming
- System configurable without consultants
- Rule-based escalation ensures no records slip through the cracks
- Complete life-cycle visibility for all records provides full auditability

Carestream and Agiloft

Replacing a complex system like the existing Vantive implementation was a challenging task. The new system had to support hundreds of complex allocation rules, be fully auditable, and support custom data structures so that not only the data, but also the data relationships, could be maintained during the import.

Agiloft Solution

Unlike other potential vendors, Agiloft offered a fixed-price quote and a 100% money-back guarantee (including all services) that the project would be completed on time and on budget.

With just two full-time staff members allocated to the project, Carestream Health migrated the entire Vantive system into Agiloft in under six weeks. The process required fewer than 42 man-days of consulting time. The new application not only reproduced all the Vantive functionality, but it also added new functionality, including new process automation functions for procurement and provisioning requests and event monitoring.

As is typical with projects of this complexity and compressed time-frame, the initial specification grew significantly between the first plan and the final implementation. Still, all but six hours of the requested changes fit within the original fixed-price contract.

End users have access to Carestream Health's new service desk through a call center or a web portal. They can search existing FAQs and a content-rich knowledgebase to try to solve their own issues. They can submit any issues not answered by the FAQs through an online interface. Regardless of submission method, end users have complete visibility of their tickets at any point in its lifecycle through the web portal, as well as through email status updates.

Problem Management - Based on the problem request's field values, the system routes the record appropriately to a level-one service desk or directly to level-two support. Using remote control tools, an extensive knowledgebase, and other standard helpdesk tools, the level-one service desk attempts to resolve the issue 70% of the time.

If they're unable to resolve the issue, the analyst clicks a button that causes Agiloft to automatically allocate the ticket to the appropriate level-two support team based on ticket category, the requester's geographical location, and the support level of the level-two team.

If level-two support does not respond to an open ticket in an appropriate amount of time, the system uses three levels of escalation to automatically notify the appropriate groups through pagers, messaging, and/or email. The entire population has visibility of current outages, alerts, and news events.

“With Agiloft, 80 teams comprised of technicians from all over the world keep track of service issues, change requests, provisioning and procurement requests, and a large library of FAQs, all from within a single system. The browser based interface has allowed us to add new features ourselves without programming.”

- Richard Miller

The system can also define tickets as reusable templates, enabling quick record creation. Agiloft's conversion function can map specified fields into a new record without bringing over the history from the original record.

Change Management - Staff members propose changes for technical and business readiness through the same end-user web interface. The system automatically routes the change request to an appropriate team for review and authorization based on the category of the request. Once the right team authorizes the change, the system further routes the request to staff for as many approvals as necessary. The flexible implementation allows for the varying numbers of approvals needed for each change request record.

If, at any time, a request does not receive authorization or approval, the cycle automatically restarts. When the process restarts, the system notifies the submitter to

Carestream Case Study

make changes to the request before it can be sent on for another round. Escalation rules ensure that authorizers and approvers know when their action is needed. If their action hasn't occurred in a timely fashion, management teams are notified as well.

System - Sent emails include hyperlinks to allow authorized users easy editing and record viewing. Calculated fields track the number of times a change request is rejected, and the number of approvals that have been received.

Procurement - End users can submit hardware, software, and service requests through the same web portal on behalf of themselves or other employees. Users can save requests may save as a draft before they finalize and send them through the built-in authorization, review, and approval cycle. As with the other systems, end users can view the status of all previously submitted requests. Also, escalation rules handle notifying the appropriate personnel when an IT request has been in the queue for too long.

Provisioning - With Carestream Health's new provisioning system, employees can submit account requests for themselves or on behalf of other employees. When a request category requires the completion of a particular form, the correct form is displayed automatically in the ticket. From there, it can be downloaded, filled out, and reattached to a Completed Form field.

All of this information appears in the automatic email sent to the approver when the user submits the request. Once approved, the system routes the request to the team assigned to implement the request.

Benefits

Agiloft allows configuration without coding. With Agiloft's adaptability, Carestream Health no longer needs to spend weeks requesting and implementing code changes by developers to their ticketing system. Agiloft has the irreplaceable flexibility to make immediate configuration changes to adapt to new business needs.

Carestream Health benefits from cycle time reduction. Carestream Health has realized significant resolution times for incident, account, and provisioning requests with this system. They are able to generate automated reports, which alert managers to tickets that tend to languish.

Carestream Health can now provide one-stop shopping. Prior to the implementation of the Agiloft solution, end users had to navigate to several websites or databases to submit requests. Users now have a common interface for all of their IT needs.

With Agiloft's email management capabilities, Carestream Health benefited from flexible notifications for escalations and events. Support teams and support personnel have the flexibility to determine what type of notifications they receive. No longer is it an "all or nothing" scenario.

About Agiloft, Inc.

Over 2.5 million users at organizations ranging from small enterprises to U.S Government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for Contract Management, Service Desk, Custom Workflow, and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and agile technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.

