

CareView Case Study



CareView Implements Agiloft in 40 Hours

Business Overview

CareView Communications is a HIPAA compliant, public company that provides an improved quality of patient care through secure real time video monitoring and observation. This patient approved system connects the patient to nursing stations in hospitals across the country.

Challenges

CareView Communications manages the technical support of their video monitoring assets remotely. On their old system, when a physical asset in a hospital needed support, they would receive support emails and calls from various end users or employees. Each individual ticket would be manually managed using an internally developed system.

Matt Clark, VP of Software Development and Technical Support, had no way to analyze tickets in order to evaluate the nature of the problem for a particular asset. He needed to know the root cause of the problem in order

“Everyone had some flexibility, but definitely not even in the same ballpark as Agiloft.”

**– Matt Clark,
VP of Software Development
and Technical Support**

to provide a complete solution rather than fixing the symptom. Moreover, he needed a system that would tie all the customer information into one view for history, investigation, and analysis.

In addition, CareView Communications had many other internal processes such as shipping, RMA, and installation procedures that did not have designated management systems. “It was literally spreadsheets and white boards,” says Clark.

One such process was billing. The old system was based on internally developed software and generating the reports on a monthly basis was a time-consuming manual process. They needed an integrated information system that would be easy to manage and use.

In brief, CareView Communications needed a system that could combine all the individual internal processes, from initial leads all the way through to maintenance renewals, into a single, integrated, HIPAA compliant solution.



Industry

- Medical and Health Services
- Technology Services

Challenges

- Manual internal processes
- Basic trouble ticketing system
- Multiple related processes had to be tied together

Agiloft Solution

- Initial system ready in 40 hours
- Integration of existing data
- Multiple custom modules and relationships

Benefits

- Rapid and fast to implement
- Flexible and fully integrated
- Fully extensible
- Shorter process times
- Centralized information
- Cost effective

The Search

Clark initiated an extensive search for possible solutions. His main criteria was that the system be highly customizable so it could be tailored to their specific business needs, but it also had to be cost effective and easy to use.

After some analysis, Clark found that most solutions were not as flexible as he hoped. However, once he used Agiloft, he found almost immediately that it provided all the necessary flexibility. He started by reviewing the support case functionality and was struck by the flexibility and stability of the product. "Everyone had some flexibility, but definitely not even in the same ballpark as Agiloft," says Clark.

Because he had a basic system in place, he wanted to import all the existing data and integrate related processes into the new system. Clark had spent some time looking at other products with integration capabilities and wanted the ability to extend the system without engaging professional services. "We have developers and the capability here to do that, so we wanted a system that would let us do the integration and configuration ourselves," says Clark.

The Implementation

Clark installed Agiloft and performed the entire implementation himself.

"The initial implementation did not take long," says Clark. After creating the spec and getting all the existing data into the format that he wanted, it only took him 40 hours to build the structures that could pull in all their existing data and tie it together.

He added billing information and configured processes to make the Agiloft system automatically generate and send billing reports to the responsible account representative and staff administrator. He also built a shipping order system that was tied to their assets so everything that leaves their office, whether it is a serialized asset or a consumable good, is recorded and a shipping order and packing slip are printed out.

Clark has continued to add value by extending business functions through new tables and relationships. Since the initial implementation, Clark has set up a dozen different functions covering a full range of business processes.

He reports, "We have now turned on sales leads and opportunity tracking, and have given access to our board members and sales partners. We're also rolling out a full implementation of project tracking, which means we'll have the full cycle from lead to cash in Agiloft - lead, opportunity, implementation, installation work orders, fixed assets, shipping, billing, technical support, and service work orders."

"We wanted a system that could let us do the implementation and configuration ourselves."

- Matt Clark

Benefits

- **A flexible way to integrate existing data** - Agiloft is flexible and customized to fit CareView Communication's specific business model. Clark was able to integrate all the existing data and configure the Agiloft system himself.
- **Fully extensible** - Agiloft's prebuilt tables and custom modules support the entire cycle from lead to cash with an integrated system for lead, opportunity, implementation, installation work orders, fixed assets, shipping, billing, technical support, and service work orders.
- **Fast and easy to implement** - Agiloft is easy to implement. Clark performed the initial implementation himself in 40 hours and was able to link all the necessary internal processes into one system. He started with a trouble ticketing system and has extended the system to encompass multiple internal processes.

CareView Case Study

- **Centralized Information** – Support calls are first answered by a third party tier one support group that creates the trouble ticket. Employees are automatically notified and able open the ticket or continue work on it with one mouse click. “It works seamlessly. It is a big benefit here that we wouldn’t have been able to accomplish with our last system,” says Clark.

“We’ve never had a show-stopper where we couldn’t accomplish what we needed.”

– Matt Clark

- **Shorter Process Times** – With Agiloft, employees are able to pull up billing reports and information about CareView Communications’ assets and the full asset hierarchy more quickly than before. “Agiloft gives us the data,” says Clark. “The new process is much faster than the old manual way.”

Let Us Show You

What Agiloft has done for CareView Communications, it can do for you. In a matter of hours, we can set up a custom proof of concept of your toughest business process to demonstrate that Agiloft can meet your specific needs. Call us at 1-888-727-2209 ext 1.

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>.

