CASE STUDY: HCR MANORCARE, OHIO, USA

FACTS AT A GLANCE
Company: HCR ManorCare
Website: http://www.hcr-manorcare.com
Description: HCR ManorCare is a leading provider of long-term care services, ranking in the top five in its industry. The organization’s offerings include skilled nursing services, assisted living services, home health services, rehabilitation services, long-term acute care services, and a small number of pharmacy operations. HCR is headquartered in Toledo, Ohio.
Industry: Healthcare
Country: USA

SERVICES PROVIDED
• Help Desk Services
• IT Infrastructure Services

KEY BENEFITS
• Enables HCR ManorCare’s IT department to offload routine tasks and focus more on supporting staff members who provide direct patient care
• Reduces call resolution times and increases first-call resolution rates to more than 80 percent

HCR MANORCARE IMPROVES CARE THROUGH RESPONSIVE TECHNICAL SUPPORT

Intergraph® Delivers Fast, Courteous IT Support to HCR ManorCare

IDENTIFYING GOALS
HCR ManorCare is the leading operator of long-term care centers in the United States, with an expansive network of more than 500 long-term care centers, assisted living facilities, outpatient rehabilitation clinics, and home health care and hospice offices. The large number of employees – predominantly remote users – creates many challenges for the technical support team. With so many facilities to support across the country, HCR’s information systems group was often faced with juggling competing priorities.

OVERCOMING CHALLENGES
• Consolidate and streamline technical support functions
• Ensure IT phone support is available to HCR ManorCare personnel at all times
• Offload the IT department by outsourcing services including maintenance dispatch, equipment deployment, new facility activation, server and backup monitoring, and network management

REALIZING RESULTS
To consolidate and streamline technical support functions, HCR ManorCare chose to outsource infrastructure support for its remote facilities. HCR ManorCare selected Intergraph®, a technology pioneer with an award-winning help desk and key relationships with leading vendors such as Microsoft®, Cisco, Dell, and HP. As a result of outsourcing their remote facility support, HCR ManorCare’s IT staff is now able to concentrate more effectively on other critical tasks.

Under the outsourcing arrangement, Intergraph provides a suite of complementary services designed to handle the needs of remote users. These services, including maintenance dispatch, equipment staging, deployment and disposal, new facility setup, and server and network monitoring, are all tied together through the Intergraph help desk services that are also part of the agreement. Intergraph’s help desk team acts as the focal point for all remote facility issues. Users have one number to call to resolve issues as diverse as resetting a password to ordering and installing a new computer. Intergraph also proactively monitors the health of the network and servers supporting the end-users, identifying and resolving issues before they impact end-user productivity.
Intergraph provides live call technical support, account provisioning (remote account creation and maintenance), and application management, and also coordinates equipment repair and replacement. End-users contact the help desk through a dedicated 1-800 number, e-mail, or a Web portal that generates work tickets and provides self-service information. Intergraph’s incident tracking system is fully integrated with HCR ManorCare’s incident tracking system, so Intergraph and HCR ManorCare can work from a common database of support incidents and still use the incident tracking system each organization is most familiar with.

HCR ManorCare prides itself on providing helpful, caring, and responsive service to its patients. This culture permeates the organization, from doctors to nurses and even the IT support staff. All members of the team contribute to patient care, either directly, or through enabling those that provide direct care. HCR ManorCare’s Circle of Care program trains its employees to focus on quality care, personal responsibility, and teamwork among all employee levels. Since the resolution of IT problems is critical to enabling those who provide direct patient care, it was important for its IT support provider to embody those same values of helpfulness, courtesy, and responsiveness.

Intergraph’s culture aligned well with HCR ManorCare’s needs. Intergraph’s hiring practices and mentoring training program helps ensure call-takers are both courteous and knowledgeable. Intergraph’s corporate culture is one that emphasizes client satisfaction and a devotion to taking care of those they support.

HCR ManorCare employees have responded enthusiastically to the operational improvements Intergraph has provided:

- “I really appreciate the prompt service.”
  – Human Resources Manager Joanne DeHaven
- “I always have received friendly, courteous help from the Call Center.”
  – Ruby Wilson
- “Thank you for decreasing my frustration level!”
  – Jodee Barnes
- “I especially appreciated the handling of my need at the time of the call rather than having to wait for a call back.”
  – Brian Hansen
- “Thank you so much for making a new member of the HCR ManorCare team feel so welcome.”
  – Shannon Vanenetti

MOVING FORWARD

Through fast, courteous support, Intergraph will continue to allow the HCR ManorCare’s IT staff to focus on resolving underlying issues and help their frontline employees focus on what they do best – giving the best care possible to their patients.

ABOUT INTERGRAPH IT SUPPORT SERVICES FOR HEALTHCARE

Intergraph’s healthcare IT support services makes every aspect of patient care more integrated, efficient, and accurate. Our experienced team of customer-centric professionals work closely with healthcare providers and administrative staff to determine what solutions best meet their needs and enable them to take full advantage of their IT infrastructure and business and patient care systems. Our support services include help desk services, field deployment, on-site support, remote management, voice services, software updates, and more.

ABOUT INTERGRAPH

Intergraph is the leading global provider of engineering and geospatial software that enables customers to visualize complex data. Businesses and governments in more than 60 countries rely on Intergraph’s industry-specific software to organize vast amounts of data to make processes and infrastructure better, safer, and smarter. The company’s software and services empower customers to build and operate more efficient plants and ships, create intelligent maps, and protect critical infrastructure and millions of people around the world.

Intergraph operates through two divisions: Process, Power & Marine (PP&M) and Security, Government & Infrastructure (SG&I). Intergraph PP&M provides enterprise engineering software for the design, construction, operation, and data management of plants, ships, and offshore facilities. Intergraph SG&I provides geospatially powered solutions to the public safety and security, defense and intelligence, government, transportation, photogrammetry, and utilities and communications industries. Intergraph Government Solutions (IGS) is an independent subsidiary for SG&I’s U.S. federal and classified business.

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