

Atlassian IT Service Management (ITSM) Solution for Healthcare Technology Company - Jira Service Management, Opsgenie, Statuspage

Health Technology Firm Modernizes IT Service Management for
Improved Patient Outcomes with Expertise from Forty8Fifty Labs

Overview

As the country's largest clinical data exchange, this leading health technology company combines cutting-edge technology, fit-for-purpose tools and industry-leading services, to connect healthcare decision-makers to the data and hidden insights contained in health records and help fuel the transformation of the healthcare system. Its powerful solutions empower greater health by simply and securely connecting healthcare decision-makers to relevant clinical data and information

Challenge

Facing the end of support for its legacy IT ticketing system, this leading health technology company needed to completely modernize its service management approach to better serve healthcare decision makers and clinicians as they work to support patient care. The company's key goals were to remove barriers and increase transparency and collaboration across development, operations, support and infrastructure teams. In specific, the health technology firm was looking to improve various metrics across their incident response, change management, request management and problem management processes.

Industry

Health Technology

Use Case

Modernize ITSM processes for incident response, change management, request management and problem management to improve healthcare outcomes.

Products

- Forty8Fifty Labs Atlassian consulting, professional services and custom training
- Atlassian Jira and Jira Service Management
- Confluence
- Statuspage
- Opsgenie
- Mindville (formerly Riada)



In the words of company leadership, “We need to improve the quality and responsiveness of IT support and services so that our customers can deliver better healthcare outcomes and improved quality of life to their customers.”

Already an Atlassian Jira Software customer, the health technology company needed additional expertise on how best to leverage its Atlassian resources. They chose to standardize their ITSM solution on Atlassian Jira Service Management as well as newly acquired Statuspage and Opsgenie tools, to transform a legacy ticketing solution and its processes into the modern ITSM workflow that would support its goals. Following many detailed architecture, process and proof-of-concept discussions, many facilitated by Forty8Fifty Labs, the health technology company’s team selected Forty8Fifty Labs to deliver the new ITSM solution over competitive solutions from ServiceNow, ManageEngine, and others.

Solution

In collaboration with the company’s internal team, Forty8Fifty Labs designed and positioned a complete ITSM solution comprised of core Atlassian applications and apps from the Atlassian Marketplace. The solution removed barriers to planning and collaboration between development, operations, support and infrastructure while offering transparency and consistent reporting throughout project lifecycles.

Complex asset and configuration management requirements were also solved by including Mindville Insight and Insight Discovery (formerly Riada). The modern, integrated solution was backed by Forty8Fifty Labs’ custom designed training courses and consulting engagements which have prepared the health technology company’s team to deliver quickly on their future ITSM goals.

Results

As a result of the Forty8Fifty Labs designed and supported Atlassian-based ITSM solution, the health technology firm is able to increase the number of releases and quality of support services for its leading healthcare industry product, a fully-scalable clinical data platform utilizing Artificial Intelligence technology to enable higher quality

Success Highlights

- Modernized ITSM solution improves the quality and responsiveness of IT support and services for better healthcare outcomes
- Improves metrics for incident response, change management, request management and problem management
- Increases transparency and collaboration for change, incident, problem and service request management across development, operations, support and infrastructure teams



data to drive down administrative burden and improve healthcare financial performance. Ultimately, with support from Forty8Fifty Labs' Atlassian experts, the health technology solution will transform the health information landscape and empower greater healthcare outcomes.

For more information, visit: <https://www.forty8fiftylabs.com/atlassian/>

