

Inside Perspective

Helping you unleash the full power of MEDITECH

JJWild

Electronic newsletter published every 8 weeks

JJWild Customer Support—upgrades, enhancements, and results

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With over 1,000 JJWild customers worldwide and new systems coming on-line every day, Customer Support is one of our busiest departments. The team delivers 24x7 support for servers, SANs, handhelds, terminal servers...and just about anything else a MEDITECH shop might be using.

Our customers are the heart of our business and we're always striving to improve our level of service. Our goal is to deliver world-class, no-finger-pointing support that meets or exceeds the needs and expectations of our customers. That means that one call to JJWild is all you'll need to make. We'll handle coordination on your behalf, whether it's with a backup software vendor, a hardware vendor, or with MEDITECH, and we'll help you get your issue resolved in a hurry.

In the last twelve months, we've been working to bolster our Support department with new tools, processes, and people. Here are some of our recent "upgrades."

Extended Staffed Support Hours: We heard a clear message from our customers in the Western time zones that they would like our Support staff to be available later. As a result, we have extended our staffed support hours to 8 am to 8 pm ET, Monday through Friday. After hours and on weekends, calls go to a dispatch service that will quickly connect customers with our on-call engineers. (How quickly? We monitor response time for these after-hour calls and, on average, our engineers respond in less than 15 minutes.)

New Support Software: It takes a robust software system to track all the different service issues and calls, keep multiple vendors coordinated, and assure good communication at every step of the process. JJWild recently completed the implementation of a new support management system from industry leader Siebel. This new software has dramatically improved our workflow automation and management reporting capabilities.

Automated Customer Emails: Using our new software, we have implemented automated emails out to you when we open and close service requests. These convenient notifications include information such as the service request number and the JJWild person responsible.

Automated Call Distribution System: We have also implemented a new system to help us better manage phone calls. This system also allows us to monitor call volumes and hold times, historically as well as in real time.

Satisfaction Surveys: Part of improvement is finding out how we did after every service request. So as part of our closure email, we ask you to complete a brief web survey. These surveys are very important to us and your input is automatically emailed to the Support department management team for review and follow-up. If one or more of our team members did an excellent job for you, please use this survey to formally recognize

them. And if we didn't meet your expectation, or if you have some suggestions for improvement, please let us know.

As significant as all of these changes have been, our most important changes have been in the area of staffing. We have expanded our Customer Support staff to better deal with the volume and complexity of support requests. Of course, we are also investing in training to keep our people up to date on the latest changes to technology and systems.

So, how are we doing? We'd like to hear from you. If you have ideas or questions about our Support department, please let us know by contacting us at editor@jjwild.com.

Joe Grinstead has over thirteen years of healthcare experience with a focus on MEDITECH. As a former regional CIO of a four hospital system in San Antonio, he has a broad understanding of the IT issues across the healthcare continuum. Joe's areas of expertise include IT Strategic Planning; implementation project management; administrative, financial, and clinical management; and technology infrastructure and networking.