

Mater Private Case Study

Background:

Ireland's leading private healthcare group, Mater Private Healthcare, has been combining world class medical facilities and world leading health professionals in Ireland for many years. Renowned for excellent healthcare services, Mater Private Healthcare offers a wealth of medical expertise, boasting some of the most technologically advanced facilities in Europe.

The Group currently consists of a private 202 bed Hospital in Eccles Street, and two public/private joint ventures in Limerick and Dublin. The hospital's track record of innovation in Irish Healthcare is unrivalled. Since the hospital opened in 1986 it has been at the cutting edge of the latest developments in medicine which has made a significant difference to the lives of many patients undergoing treatment.

The Mater Private Hospital is regarded as one of Europe's leading interventional Cardiology Centres. It has 17 Cardiologists who between them operate two fully equipped Cardiac Catheterisation Laboratories on a full time basis. The hospital is the only facility in Ireland offering 24 emergency access to interventional cardiology facilities. The hospital is also one of Ireland's leading oncology centres.

Situation:

The IT department is responsible for ensuring the hospital's computer system is running efficiently. Managing patient information is critical, and the IT department is looked to to ensure that problems are resolved as quickly as possible. The department needed an issue tracking system to track and manage the IT requests that arose within the hospital. The previous manual system did not allow an efficient way to time resolutions or identify and escalate critical problems.

Strategy:

The Mater Private Hospital chose the Novo Customer Support Suite, which bundles the Novo Help Desk with the Novo Knowledge Base. The installation and deployment were very straightforward. Within a very short period of time the IT staff were creating tickets to log issues. The department also loaded the knowledge base with answers to common IT issues, so hospital staff could help themselves, providing them with quicker answers and taking an additional load off the IT department.

Results:

The utilization of the Novo Customer Support Suite had been a great success. The department especially likes that they can now easily track project status, flag problems and assign responsibility. The IT department states that "the department is running much better".