

Application and Service Desk Solutions

Application Management, IT Help Desk, Clinical Service Desk, and Patient Portal Solutions to Maintain, Manage, and Support Critical Applications and IT Services

Your healthcare IT (HIT) organization's Application Management, IT Help Desk, and Patient Portal Support teams are your "first line of defense." They should ensure availability 24x7, to keep end users at maximum effectiveness.

Process breakdowns, user frustration, and productivity challenges are all barriers that can affect an HIT organization's ability to focus valuable resources on tasks that provide strategic value, as well as those that maintain the advantage your teams are in place to deliver.

More than 165 Application and Service Desk clients have recognized real business value, including:



Reduced Costs



Process and Technology Efficiencies



Scalable Capacity



Improved User Satisfaction



Effective Workforce Management

CTG's Application and Service Desk Solutions

Designed to maximize the value, efficiency, and cost effectiveness of application management, CTG's Application and Service Desk solutions include a portfolio services tailored to your organization's unique needs:



Assessment and Roadmap

Leveraging ITIL® and other industry best practices as benchmarks, CTG delivers a complete Report of Findings and Performance Improvement Roadmap to address operational processes and system optimization, identifying opportunities to improve your support model.



Help Desk (Tier 1)

Experienced CTG HIT analysts provide improved "first-line-of-defense" incident and request resolution. CTG's analysts have the experience necessary to improve first level resolution (FLR) and decrease call abandonment. With CTG's >90% FLR rates, our clients can focus their senior analysts' attention on critical projects and optimization efforts.



Application Management (Tier 2 and 3)

Tier 2 and 3 support ensures 24x7 support for some, or all, of your organization's application portfolio. Whether to optimize your application portfolio, accelerate implementations, focus on critical projects, or provide upgrades—our solutions scale to accommodate your most critical priorities.



Clinical Service Desk (Tier 1.5) and Patient Portal Support

The additional functionality stemming from EHR system advancements has increased the need for clinical service desk and patient portal support. Staffed by CTG experts experienced in industry-leading EHR systems, our services provide 24x7 single-point-of-contact support for physician and patient users. These scalable, multi-level services integrate with your workflows and physician environment.

Account Management • Service Level Reporting • Quality Management • Workforce Optimization

Why CTG

CTG's more than 50 years of experience, strong analyst and broad application expertise, delivery-model flexibility, and value-added services collectively result in our client's confidence that they have the proven, reliable partner necessary to improve and sustain quality service.

50
YEARS

More Than 50 Years' Experience

Reliable IT Services and Solutions Since 1966

Meeting our commitments to make technology work for you and deliver real business value.



165+ Application/ Service Desk Clients

Experience Matters

A flexible delivery approach and cross-industry solution allow CTG to serve clients in 45 countries, across multiple industries and business environments.



700+ Healthcare Applications Supported

Comprehensive Application Portfolio Support Options

From leading commercial systems to homegrown systems, our analysts have experience providing reliable support.



Experienced Analysts

Knowledge to do the Job Right— the First Time. Every Time.

- Industry-specific expertise
- ITIL®, PMI, and application-specific certifications
- Multilingual; seven languages currently supported



Multiple Delivery Models

Versatility to Support Each Clients' Unique Needs

- 24x7
- Remote/virtual or onsite
- Delivery Center
- Offshore/onshore
- Managed services
- Fully outsourced
- Blended models



Value-Added Services

Real Value in Every Project

- Legacy data archiving
- Continuous process improvement
- Service level reporting and dashboards
- CTG private cloud-based services
- And more

Visit ctg.com to learn more about our Application and Service Desk Solutions



Helping healthcare clients decrease application support costs, increase ROI, and maintain their IT organization's advantage.

IN THEIR WORDS...

"CTG's support of the MyHSS Service Desk helped us meet our ultimate goal of providing patients with a better overall portal experience. Their support and commitment to excellence and to our success was evident from the first day of the engagement. During the engagement, we were continually impressed by the high resolution rate, over 99% of in-scope issues."

— Karen Cohen, Assistant Vice President, Department of Information Technology, Hospital for Special Surgery



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For more than three decades, CTG Health Solutions has developed a reputation for responsiveness and reliability—traits that our clients say set us apart. Today, we provide comprehensive healthcare information, technology, and business solutions to provider, payer, life science, and related organizations that address their most critical challenges. Backed by a track record of reliable delivery, CTG fosters long-term client relationships and trust, which allows us to develop strategic insights that maximize client investments and competitive advantage. CTG also serves clients in other high-growth industries in North America, Western Europe, and India, and regularly posts important information at www.ctg.com.

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