



FirstCare Health Plans

Service Management
Extends Beyond IT

CASE STUDY



Industry Healthcare

ITSM Challenges

- Unable to utilize ServiceNow to its fullest potential.
- Required a full time employee to successfully implement changes and customizations.
- Costly solution

Outcome

Managers across the FirstCare organization are now able to better see what their team has in the queue at any given point, estimate workload, and run reports as needed using Samanage.

FirstCare Health Plans: Benefits of Unified IT Asset Management and Service Desk Extend Beyond IT

Background

Serving 108 counties in north, central and west Texas, FirstCare Health Plans provides high quality, affordable health care coverage to subscribers and their enrolled dependents. Founded in 1985, FirstCare is based in Austin, TX, and has more than 400 employees.

Challenges

Brian Moore, help desk manager at FirstCare, and his team of six were initially using ServiceNow for their IT service management (ITSM) solution. While they did not have any issues with ServiceNow's features, they found that the IT team was unable to utilize the entire solution to its full potential. "In order to make it do whatever we needed it to do, we almost had to have a full time employee dedicated to it," said Moore.

Because Moore and the FirstCare IT team weren't getting what they required out of ServiceNow, they could no longer justify the cost. "It got to the point where we weren't getting our money out of it," said Moore.

Solution

As Moore and his team began their search for a new ITSM solution, their biggest priority was whatever solution they went with needed to follow the Information Technology Infrastructure Library (ITIL) flow of work.

It was also important that the next solution:

- Easily integrate with other departments and other tools.
- Could be administered and run by one or two people on a less than part time basis.
- Be a SaaS solution instead of an on premise solution.

Seamlessly tie service desk and asset management together.

Moore started where most great journeys begin, Google™. He found a Forrester report of the top 10 players in the ITSM market and Samanage was on that list. Moore did an initial call with all 10 ITSM players on the list. They started to narrow down the vendors they were looking at, then participated in trials with Samanage, SysAid, and FrontRange HEAT. "From the time we really started evaluating different tools to the time we decided to go with Samanage, it was a solid six months," said Moore.

The pricing of Samanage was on target for FirstCare and Moore found Samanage to be a really good value. The helpful customer service they received from Samanage made their decision even easier. "We didn't receive the same kind of treatment from any other vendor," said Moore. "Samanage just had a little something special in the way they work." The fact that Samanage was engaged in their customer community and open to customer ideas on how to continue to make the tool better was also a huge selling point for Moore.

Benefits

FirstCare started their experience with Samanage asset management, and the fact that an integrated service desk was an option was a huge plus. "I think within a week we were confident that we had about

99% of computers listed with 90% done in the first day," said Moore. His team shared out the asset management agent through group policy and found the implementation quick and painless. "We could immediately go into Samanage and see all the assets. This has saved us quite a bit of time to see what's installed, and when it was installed," said Moore.

Once Moore and his team decided to move their IT service desk to Samanage the ease of use was immediately seen. "As soon as it was turned on we were live and could use it," said Moore. Samanage provided the basic walk through for the different user levels, allowing FirstCare to then customize them for their users. "The user interface is so simple, straightforward, and very easy for people to pick up," said Moore.

Their previous solution had a lot of reporting options they could work with it, but they felt they could never really get straightforward answers on statistics like the average time to first response. "With Samanage, reporting is extremely easy to use. I can export whatever tickets I'm looking at and do an average on service time to first response," said Moore. "It's really helped with the key performance indicators (KPIs) and the ability to show people true numbers for service time."

Departments within FirstCare also using Samanage include:

- Accounts Payable
- Benefits
- Marketing
- Credentialing
- Customer Service
- Finance
- Government Programs

These teams primarily utilize Samanage as a workflow tool. It allows the departments to receive tickets, view the originator, add users, and assign out to others. "It allows managers across our organization to see what their team has in the queue at any given point, estimate workload, and run reports as needed," said Moore.



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