

Clinical Service Desk Solution

Reliably Addressing Clinical User Support Needs so Your Staff Can Focus on Strategic Initiatives



Reliability Matters

Today the electronic health record (EHR) is a critical component in the provision of timely, effective, and improved patient care. When providers have an EHR-related issue, patient care can be impacted, making quick issue resolution critical. Couple this need for rapid clinician response with your IT help desk's requirements to provide critical EHR application management and support, and team efficiency and effectiveness can suffer.

The CTG Application Advantage™ Clinical Service Desk Solution



Partial IT Outsourcing

We understand that timely and accurate support is critical to ongoing EHR success and clinician adoption. As a part of CTG's Application Advantage solution portfolio, our Clinical Service Desk solution provides comprehensive 24x7 support for all EHR application-related questions, incidents, and requests.

Designed to minimize disruption, maximize productivity, and further encourage clinician EHR adoption, CTG has provided support services to our Clinical Service Desk clients who have recognized real business value and results, including:



Reduced Costs



Process and Technology Efficiencies



Scalable Capacity



Improved Clinician User Satisfaction



Effective Workforce Management

Our Services



Assessment and Roadmap

Assessment and Roadmap: CTG's Support Model Assessment provides a comprehensive review of your organization's existing support model, or in the absence of a current help desk, defines your unique requirements. Leveraging ITIL and other industry best practices as benchmarks, CTG delivers a complete Report of Findings that addresses staffing levels, support tools, operational processes, service level compliance, and performance metrics and more, along with a recommended help desk roadmap.



Clinical Service Desk Support

Clinical Service Desk: Application-specific analysts provide "first-line-of-defense" problem resolution, escalating to Tier 2/3 analysts only when necessary. CTG analysts receive vendor-specific training resulting in improved first call resolution (FCR) and allows your IT staff to remain focused on more critical and strategic initiatives.

▶ *>90% In-scope FCR, with an average handle time of only 5 minutes*

Delivered as a scalable, managed service with defined metrics and SLAs, our services seek to provide a single point-of contact for all clinical calls to ensure a seamless provider experience, with analysts experienced and trained on your organization's EHR who can immediately address incidents, events, and end-user questions. Our flexible approach and delivery models allow us to integrate into your existing processes and become a direct extension of your teams, services, and tools, or to fully deliver and manage your support service needs utilizing CTG's proven ITIL-based tools, processes, and methodologies.

Why CTG

CTG provides more than just Clinical Service Desk support staff. We provide comprehensive and customized solutions honed over hundreds of provider, payer, and life sciences clients.

This experience, strong analyst and broad application expertise, delivery-model flexibility, and ongoing reporting to ensure the highest levels of quality collectively result in our client's confidence that they have the proven, reliable partner necessary to improve and sustain quality service.

Strong Client List

Representative Application Advantage Clients



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 Advantage 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 Teams

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

- ITIL® Certified Client Support Managers (CSM)
- HDI, PMI, and application-specific certifications
- HIPAA-trained analysts with proven support experience on today's leading EHRs
- Clinical experienced analysts to foster clinician engagement



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



Performance/Satisfaction Monitoring

Ongoing Monitoring Ensures Efficiency and Quality

- Call volume and trend analytics reports
- Common user issue tracking and remediation to reduce future call volume
- Service/productivity monitoring over engagement life to ensure quality
- Customized reports available, upon request

Visit ctg.com to learn more about The CTG Application Advantage



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



Partial IT Outsourcing



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CTG (NASDAQ: CTG) is the most reliable IT services provider, built on more than 50 years of meeting its commitments to make technology work for you and deliver real business value. The company's Health Solutions practice is dedicated to helping healthcare provider, payer, life science, and related organizations achieve their clinical and financial goals through effective technology and business solutions. For more than 30 years, CTG has provided reliable healthcare IT, operational, and strategic consulting support to more than 700 clients in North America and Western Europe. CTG has operations in North America, Western Europe, and India. The company regularly posts news and other important information online at www.ctg.com.

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