

Sisters of Mercy Case Study



PERFORMANCE **DEMANDED.**
PERFORMANCE **DELIVERED.**

▶ BUSINESS REQUIREMENT

The Sisters of Mercy operate a Community Outreach Program in the Southern United States. The project, managed out of St. Louis, Missouri, is designed to deliver healthcare to needy, underserved groups in rural areas throughout the deep south.

The Sisters carry out their mission using laptops which they sync up to every evening from their home offices. They update applications that give an account on patient populations, input data into government reporting Web sites, and use e-mail to communicate within the order and outside to patients and providers.

An important aspect of this deployment is providing the Sisters a Single Point of Contact for any question related to usage. Many are "first time users" of technology. Since activity is after normal business hours, the Support Desk must be available to take calls and resolve incidents.

▶ PMV SOLUTION

Our 7x24x365 Support Desk fields and responds to requests related to software, networking, and hardware issues.

The Single Point of Contact Support Model has proved invaluable to the Sisters of Mercy as they learn computing from the field.

The PMV Partner Network supports the users in the field. When required, they go on-site to address laptop related questions. These visits are made in a home office setting so having knowledgeable and presentable technicians is critical.

▶ ENVIRONMENT

100 first time users of technology dispersed throughout the countryside. This began as a pilot program and has grown into a new approach to the delivery of care to an underserved rural audience.

Provide an "envelope of support" for the users. Furnish a single number to call for all their questions. Take responsibility for any issue the field has related to computing.

▶ PMV BENEFITS

By taking ownership for all aspects of the user experience PMV has taken a potentially difficult experience, and made it approachable.

By providing many services in the background the user is not overly involved with support issues.

The PMV Partner Network is the face in front of the customer when they struggle with computer issues.

