

The Ask

Provide Tier 2 (Break/Fix) support in a multi-tier approach of Service Desk (Tier 1), triage and break/fix (Tier 2), and Optimization/Enhancement (Tier 3). Many of the operational support activities were also included in Tier 3.

Epic Application Support

At Ellit Groups, we support our partners to deliver value through innovation and excellence across the healthcare continuum with Providers, Payers, and the Life Sciences.

Client Objectives

- Provide an alternative to staff and training Epic certified analysts to respond to incidents submitted through the ticket management system – ServiceNow
- Provide coverage for all Epic applications
 - Triage all incidents to determine if it will remain with tier 2 or forward to Tier 3 as a request for optimization or enhancement
 - Analyst will track effort and update ticket with work performed

Ellit Services

- With experienced analysts certified in multiple Epic applications we can deliver a nationally sourced team working remotely to triage all incidents and work those break/fix tickets
- Ticket updates with effort and work performed
 - Communication with requestor throughout the response activities
 - Providing weekly and monthly metrics by ticket status and Service Level responses

Value Delivered

- Service Level Agreement management
- Support hours
- Time to initial response by priority level
- Time to resolution by priority levels
- Weekly and monthly ticket volume by application and status
- Rolling eight-week trend analysis
- Quarterly true-up to align staffing levels to ticket demand by application
- Includes Epic Report Writer Service

Key Deliverables

Analysis of
Current
Demand
Requirements

Analysis of Current
Tier-2 demand to size
managed service team

Tier-2
Services by
Application