



NextNine



Allscripts Achieves Support Scalability with NextNine



CASE STUDY

Introduction

Allscripts, founded in 1980 (NASDAQ : MDRX) is the leading US provider of clinical software, connectivity and information solutions used by physicians and other healthcare professionals to improve patient care. Across the USA, more than 30,000 physicians in some 3,500 health organizations ranging from solo doctor's offices to acute care hospitals use Allscripts TouchWorks solutions for electronic health records, document imaging and e-prescribing.

Challenges

- ▶ Support growing customer base
- ▶ Reduce OPEX
- ▶ Avoid additional hiring and training
- ▶ Maintain customer satisfaction
- ▶ Support non-Allscripts systems

Solution

- ▶ NextNine Service Automation

Results

- ▶ 25% reduction in support incidence rates
- ▶ Efficient scaling to support growing customer base
- ▶ Delivering superior support levels
- ▶ Maintaining low operating expenses
- ▶ Complying with HIPAA and 21 CFR Part 11
- ▶ Increasing customer satisfaction

“For healthcare providers, system failure isn't about costs, it's about saving lives. Since we've deployed NextNine Service Automation, our customers can rely on 24X7 availability”

John Nebergall, Senior Vice President Client Support

Challenges

As a leading US provider of clinical software, Allscripts has enjoyed rapid growth of its TouchWorks solution. With a steadily growing client base, Allscripts support teams were facing major challenges to continue maintaining their reputable high service standards. Hiring and training more personnel to support their expanding business needs was proving to be only a temporary arrangement and was having adverse affects on Allscripts' operating expenses.

High performance, reliability and constant availability are necessities for healthcare applications. As the application provider, Allscripts faced a situation where whenever productivity was impacted, the doctors would turn to Allscripts for support, even if the problem was unrelated to Allscripts software.

Allscripts recognized the need for a solution that not only would help them scale efficiently, ensure availability and improve their support resolution time, but could also enable them to support system components that influenced their application's performance. No matter what, customer satisfaction had to be maintained and even improved. How to do this economically was their biggest hurdle.

CASE STUDY: Allscripts

The Solution - Allscripts SupportOne, Powered by NextNine Service Automation

Allscripts chose to deploy NextNine's Virtual Support Engineer™ as a new service to their customers, branded 'SupportOne'. As part of the SupportOne service, NextNine's Virtual Support Engineer™ was deployed at every customer site to monitor system activity like memory usage, storage space, CPU and print queues. The Virtual Support Engineer™ also supervises error logs for known error conditions, and in cases where a critical system measurement reaches pre-defined thresholds, it sends an e-mail alert to the client and Allscripts Support. In addition, the Virtual Support Engineer™ helps Allscripts ensure that customer environments are up to date with current patches and updates, automatically deploying the necessary ones after the client approves them.

With NextNine Service Automation powering SupportOne, Allscripts could assure 24X7 system availability to their customers who rely on Allscripts for the high level of medical care they provide. With the Virtual Support Engineer™ at all customer sites, Allscripts support teams will be able to prevent system malfunctions and downtime even when caused by incorrect configurations. This is done before the problem reaches critical levels as symptoms are diagnosed and resolved long before outages occur.

Allscripts now automates many support tasks, increasing their service efficiencies and freeing their service engineers to focus on larger issues. NextNine Service Automation also facilitates Allscripts and their clients in conforming to the guidelines of regulations such as HIPAA and 21 CFR Part 11 by providing comprehensive audit trails.

The Bottom Line

Within the first 90 days of deploying NextNine Service Automation, 50 incidents of downtime were prevented. After initial deployment of SupportOne to the customer base, Allscripts significantly lowered their support incidence rates by as much as 25% and have managed to considerably lower deployment and installation times for software service updates. By launching SupportOne powered by NextNine, TouchWorks continues to keep its customers happy. Financially, Allscripts realized an immediate break-even for 2006 for their investment in NextNine Service Automation.



About NextNine

NextNine's mission is to help technology vendors, service providers and users address the growing need for technical service and support through innovative support automation solutions. NextNine Service Automation Ecosystem Edition, featuring the patented Virtual Support Engineer™ technology, automates support processes to ensure efficient, superior services while maintaining low OPEX. The company provides end-to-end support automation solutions including Self Support, Proactive Support, Managed Service, Assisted Support and Partners Support. NextNine products have been deployed by global leaders such as GE Healthcare, Motorola, Invensys, Allscripts, Comverse, Openwave and airwide solutions.



Americas
NextNine Inc.
115 East 57th St, Suite 1116
New York, NY 10022
USA
Toll Free: +1-86-NextNine
Fax: +1-646-435-9451

EMEA
NextNine Ltd.
4 Ha-Nechoshet Street
Tel Aviv 69710
Israel
Tel: +972-3-7673000
Fax: +972-3-6497810