

Vicom Managed Services for New Tooling Platform

When adopting new technology platforms, it's imperative to be sure that you have the resources and support in place to ensure ongoing success. This is particularly true when implementing new management tools and/or new management platforms to create more efficient IT operations. A new tooling platform requires integration with existing systems, training and potentially new resources to administer to provide the value that is expected of this new platform. The organization is a specialty hospital in the New York area that is world renowned for the healthcare services that they provide. When they were looking for a solution provider to provide Managed Services for their new management tooling environment, they reached out to Vicom.

Solution Highlights

- Specialty Hospital within the New York Metro Area
- Progressive adopter of technology to drive operational efficiencies
- Needed new tooling platform to manage their IT infrastructure environment
- New tooling platform must be adopted and embraced to help drive a more efficient service desk environment

Challenges of Learning New Technology

The hospital had recently implemented a new IBM tooling environment to provide more efficient Event Management, with several IBM solutions, as well as Vicom's Enterprise Blackout Manager. In implementing this new tooling environment, the concern was the immediate and ongoing ability to support the new environment, with the in-house IT personnel not having the immediate expertise to manage this new tooling environment, nor did the organization have the ability to hire new full-time personnel. This presented the problem of ensuring that internal personnel were able to learn and embrace the new platform.

Solution Vicom's Managed Services solution included a dedicated remote resource, as well as a Vicom Project manager in order to provide both onsite and remote support to help ensure that the in-house team was able to embrace the new technology. The solution was also able to allow in-house personnel to learn, understand, and see the value of the new tooling platform, along with the ability to take over management in the near future. Vicom Manage Services has become an integral part of their environment and an extension for their in-house personnel and will help ensure that the investment in the new platform is realized.

Solution Highlights

- Dedicated remote resource to provide administration of new tooling environment
- Vicom Project Manager onsite and remote to help ensure adoption, training and Knowledge Transfer for new tooling environment
- Allows organization to be more proactive in solving service issues
- Ability to create enhanced reporting and stabilization of new tooling environment