

Case Study: Eclipsys

Leveraging Technology to Deliver a Superior Customer Experience



Company Description

Eclipsys Corporation® is an enterprise software systems provider to more than 1,500 major healthcare facilities, including academic medical centers, hospitals with pediatric facilities, and community-based hospitals of all sizes. Eclipsys empowers healthcare organizations to improve patient safety, revenue cycle management and operational efficiency through innovative information solutions. Eclipsys customers include all of the hospitals on America's Best Hospitals Honor Roll, and nearly half of the more than 100 organizations that have received Magnet Recognition Program status — the highest award an organization can receive for quality of nursing care — use Eclipsys solutions. Some of Eclipsys customers include Boston Medical Center, Cleveland Clinic-Eastern Region, The National Institutes of Health, and University of Michigan Hospitals and Health Centers.

Challenges

Eclipsys is committed to customer service and works very hard to ensure a superior experience for its customers and end users. As an end-to-end healthcare information solutions provider, Eclipsys has an extensive product suite that includes a number of server-based software solutions. When servicing and supporting its software, Eclipsys endeavors to resolve all service issues, regardless of complexity, in the minimum amount of time and with as little involvement as possible from its customers' IT staffs. For a company like Eclipsys, an effective remote support solution for service and support is essential.

Eclipsys service representatives also make liberal use of proprietary resolution tools. Many remote support solutions are not proprietary tool compatible, and often those that are require the proprietary tool to be loaded on a customer server, necessitating an additional license fee. In addition, the Healthcare Information Portability and Accountability Act (HIPAA) requires that Eclipsys customers follow specific guidelines to protect the privacy of patient information.

Technical Challenges

Like many companies that service and support complex software applications for a large, diverse client base, Eclipsys maintained several remote support solutions. Eclipsys used screen-sharing applications, dial-up solutions, and its customers' virtual private networks (VPNs), among other things. Maintaining so many remote support solutions was expensive and time consuming. Eclipsys found that the multiple VPNs would conflict with each other when loaded onto the same workstation, and its customers' VPNs would sometimes conflict with Eclipsys' internal VPN. Eclipsys knew it needed a secure, effective remote support methodology that could solve its service issues while addressing its customers' concerns over costs. Being a customer-centric organization, Eclipsys began looking for alternatives.

The SecureLink™ Virtual Support Network Solution

Eclipsys began searching for a new remote support solution and discovered Enexity's SecureLink VSN. From the start, SecureLink held great promise. Among the SecureLink VSN's many benefits were:

- Platform independence, potentially allowing Eclipsys to unify on a common standard, enhancing efficiencies and reducing costs
- Flexible access controls, allowing compliance-conscious customers to restrict access appropriately and increase security

“We evaluated several solutions designed to make support and service more effective, including remote monitoring tools and screen sharing. SecureLink™ scored the highest marks for both security and utility.”

Jim Reed
Vice President of Customer Support
Eclipsys Corporation

ENEXITY

1301 Capital of Texas Hwy
Suite A-130
Austin, Texas 78746
512.637.8750 (tel)
512.637.8751 (fax)
www.enexity.com

- Direct, native access to the server, allowing Eclipsys service representatives to use their favorite, proprietary resolution tools without paying additional license fees, increasing effectiveness and decreasing time to resolution
- Real-time session monitoring capabilities as well as the ability to generate historical audit trails and detailed log files, satisfying HIPAA concerns
- The ability to reduce connectivity costs to their customers

After testing the solution internally and looking at several alternatives, Eclipsys decided to implement SecureLink.

SecureLink Results

Eclipsys rolled SecureLink out in the summer of 2004. Shortly after implementing SecureLink, Eclipsys began to see many positive results.

SecureLink's platform independence gave Eclipsys the ability to unify on a common remote support platform regardless of the operating system on which its customers ran its software. As a result, Eclipsys saw its remote support costs go down and efficiencies increase. SecureLink's direct, native access to the server allowed Eclipsys' service representatives to use whatever tools they needed to resolve a service issue, eliminating a duplication of license fees, further reducing costs, and reducing time to resolution. Finally, SecureLink's robust reporting functionality allowed both Eclipsys and its customers to generate historical audit reports and detailed log files capturing who accessed the system, what was done (at the command level), and what tools were used. This satisfied the HIPAA concerns of even the most demanding customers.

Eclipsys uses SecureLink to service hundreds of its customers remotely, securely, and effectively. Since it began using SecureLink, Eclipsys has seen its time to resolution decrease, efficiencies enhanced, and costs reduced. SecureLink has also helped Eclipsys improve its customers' experience with their mission-critical software solutions.

“Platform independent, proprietary tool compatible, costs down, first call resolution up – SecureLink™ has done everything we needed it to and more, and our customers appreciate the added security and enhanced reporting capabilities.”

Robert Bell
Director of Customer Care
Eclipsys Corporation

What they are saying ...

“SecureLink makes my job easier and our support department more effective. We’ve seen times to resolution decrease and first call resolution improve dramatically. Most importantly, we are seeing a lot more happy customers.”

Brian Callahan, Senior CareCenter Representative
Eclipsys Corporation

“We were excited to learn about SecureLink. It solved so many of our problems. It’s very secure, it minimizes our staff’s involvement, and it has lowered our cost of doing business. We would like all our software vendors to use SecureLink, and we are going to encourage them to do so.”

Jack Hennessy, Project Manager
Community General Hospital of Syracuse