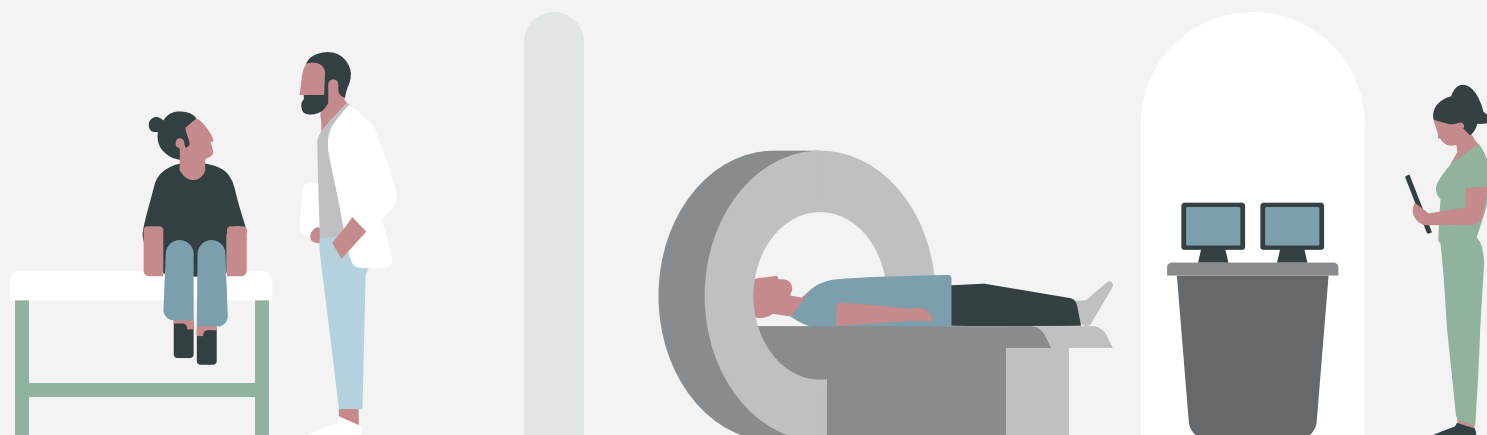


Ensure resiliency for critical healthcare IT services

A more agile, intelligent, and automated future depends on better experiences and outcomes, without compromising security.



Tasks facing healthcare IT professionals have increased dramatically in the past few years. The shift to more mobile technologies—including BYOD, IoT devices, electronic medical records, and more—have all created more systems to monitor, more points of access to sensitive information, and more workflows to maintain.



What strategies can you adopt to optimize your IT investments?

1

Simplify and automate IT requests to provide better care.

The **Scripps Health** service desk gets approximately 1,000 calls per day. With eAssist, Scripps Health has reduced its service desk call volume by nearly 20%, resulting in an estimated savings of \$150,000 to \$200,00 per year—not to mention the extra time created for clinicians to spend with their patients.

“
Anytime you can free up time for a physician or other caregiver to spend with a patient, that is almost incalculable.”

Clark Kegley, MBA CHCIO
Assistant Vice President for Information Services
Scripps Health

2

Get visibility into your operations to keep critical systems, like EMRs, secure and performing as they should.

Given the high stakes, the importance cannot be overstated that healthcare organizations must be able to quickly and effectively pinpoint and remediate service outages, as well as identify security incidents and vulnerabilities.

“
You need to have visibility—a truly holistic view—into all the pieces of your infrastructure so you can easily see all the other systems that may be affected when you make a change.”

Drew Koerner
Chief Healthcare Strategist
ServiceNow

3

With all the financial pressures at play, find new ways to reduce costs.

Like many hospital systems, **Community Health System (CHS)** used to track its software assets manually, using spreadsheets. As a result, the software inventory was incomplete, inaccurate, and out of date. This made it incredibly hard to challenge vendor audits, exposing CHS to compliance risk and significant fines.

“
We are seeing millions in hard-dollar savings. By consolidating our software asset information, we can have better conversations with our vendors—whether that’s pushing back on audits or negotiating volume pricing. Overall, the potential savings are 40% of our license true-up costs.”

Joshua Willoughby
Senior Manager of IT Service Management



The ServiceNow platform brings data together to provide real-time visibility into risks, assets, supply chain, and the cloud in one place.

To learn more, download this HIMSS Media report on next-generation strategies for EMR management.

[Get report](#)

Read chapter 3
Patient experience



Read chapter 5
Why ServiceNow