

 PS'SOFT SERVICE  
DESK IS A GLOBAL  
SOLUTION  
PROVIDING  
OPERATIONAL,  
TECHNICAL AND  
FINANCIAL  
MANAGEMENT 

MICHEL FLECKINGER, ARCHITECTURE AND PRODUCTION MANAGER  
VÉRONIQUE DÉCHAMPS, HELPDESK MANAGER  
LYON HOSPITALS

> How to improve and standardize support services for users?

> How to secure IT services with a common infrastructure managed centrally?



## INDUSTRY

Healthcare/Hospital

# LYON HOSPITALS MANAGE THEIR IT INFRASTRUCTURES AND CUSTOMER SERVICES WITH PS'SOFT'S SOLUTIONS

**The IT Division of Lyon Hospitals needed a global solution for IT Asset Management – Helpdesk was the key component to improve service.**

Lyon Hospitals, divided into 5 hospital organizations and the second largest University Hospital Center in France, is designed with state-of-the-art clinical facilities and can accommodate nearly 6,000 patients.

Within the IT Division of Lyon Hospitals, the Architecture and Production department (systems and production, software, telecommunications and security) is responsible for integration, installation of products, operations and support for all sites and the "Users Relations" department is responsible for the functional and technical support of the 20,000 users.

*"Our main objective is to provide the best possible support to users. It was essential to control the work environment of each user, including the hardware and software applications that were used" explain Michel Fleckinger, Architecture and Production Department Manager and Véronique Déchamps, Helpdesk Manager. "We wanted to manage and track this data from a central point, ensuring a high quality of support to the user. In addition, we wanted to find a global solution capable of providing operational, technical and financial management, and also to provide a Helpdesk service from the beginning to the end of the incident solution cycle. PS'Soft Asset Management Suite is complete and upgradeable, and satisfies our needs."*

## SUMMARY

Recognizing the need to have a clear vision of their IT infrastructure and a powerful tool to manage calls and requests, Lyon Hospitals turned to PS'Soft to implement an integrated asset and helpdesk management solution.

## THE CHALLENGE

Lyon Hospitals was in search of an efficient way to address call handling, and a mechanism to quickly identify callers. It was vital that the application addressed end-user requests immediately, and offered flexibility and high performance tools for managing IT incidents and requests. The main objective was to provide the best support to users.

## THE SOLUTION

Lyon Hospitals selected PS'Soft Service Desk to manage its Help Desk support. Combined with PS'Soft Asset Management, this offers a complete solution for managing all company infrastructures. It provides a unique parameter-controlled baseline that can be upgraded, and offers advanced configuration functions adaptable to company needs.

**INDUSTRY**  
Healthcare/Hospital

## PS'SOFT ASSET MANAGEMENT SUITE : A COMPLETE SOLUTION

PS'Soft Asset Management Suite manages computer hardware including 12,500 workstations, 7,730 printers, 530 servers, and over 2,900 network devices as well as software applications (among which are 125 specific software applications sorted by domain and sub-domain). The IT Division has a clear and updated view of all IT assets.

PS'Soft Service Desk is the Helpdesk solution and enables level one and level two support teams to not only record and monitor calls (operation of applications, change requests, software and hardware failures) but also record server incidents (automatic alerts, monitoring of maintenance workers).

Since January 1<sup>st</sup> 2007, Lyon Hospitals registered 50,000 calls, an average of 6,000 calls a month.

Data collected by different tools is entered as trend charts with Service contracts to be set up between Lyon Hospitals and its service providers.

PS'Soft's solutions enable the management of hardware and software contracts (requests for proposals, assignments, guarantee terminations...). The IT division saved a tremendous amount of time. For instance, precise information about a specific set of computer installations accelerates writing of maintenance RFPs and helps optimize costs. This is achieved by differentiating service level requests according to equipment criticality.



*Since we have been using PS'Soft Asset Management Suite, our IT operations are managed more efficiently and support is simplified. We have an excellent overview of our work and all information necessary to set up service contracts with our external service providers.*



MICHEL FLECKINGER,  
ARCHITECTURE AND PRODUCTION MANAGER  
LYON HOSPITALS

### BENEFITS

- Quickly and easily handles inbound calls
- Enables the helpdesk to record and monitor calls
- Enables the helpdesk to control service quality of external providers through dashboards
- Enables management of hardware and software maintenance
- Enables time saving in the writing of RFPs

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