



## Eclipsys

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Robert Bell  
Director of Product Support Services  
[www.eclipsys.com](http://www.eclipsys.com)



# Eclipsys speeds resolution of urgent issues through remote support

More than 1,500 healthcare facilities rely on Eclipsys software solutions for clinical, financial and management information. Thousands of physicians and other clinicians use the company's Sunrise Clinical Manager software for real-time access to patient records, clinical decision support and documentation, order management and interdisciplinary communications.

## The challenge: shorten issue resolution time while enhancing satisfaction

Because Eclipsys customizes its solutions for each customer, the company's product support is unlike most typical support operations. “We receive very technical software-oriented questions from systems administrators,” explained Robert Bell, director of Product Support Services for Eclipsys. As a result, a typical support call lasts for hours. “Our average issue resolution time is almost five hours.”

When software is providing urgent patient care information and facilitating key clinical workflows such as medication management, quick and accurate issue resolution is essential. Yet, troubleshooting a software problem strictly over the phone can be tedious at best. “Asking customers to send us log files or screen prints is very cumbersome,” said Bell. “We needed a secure way to remotely view their systems.” The ideal solution was a managed service. “We wanted to concentrate on doing what we do well, which is supporting our customers. And we didn't want to maintain a third-party system.”

## Implementing GoToAssist for remote support

Today, almost 200 Eclipsys product-support representatives use Citrix® GoToAssist® to securely connect to customer servers and desktops, enabling rapid issue diagnosis and resolution. “GoToAssist is so quick. In less than two minutes we can be viewing a customer's desktop – a picture is worth a thousand words,” explained Bell. GoToAssist has proven itself so valuable that the support team uses it in 60 percent of all support incidents.

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## Increased productivity lowers average handling time by 40 percent

Each support call received by the Eclipsys product-support team requires a unique approach to troubleshooting and resolution. “By the time we get an issue, it’s very technical, very detailed and the call can last for hours,” said Bell. That’s where GoToAssist comes in. Using screen-sharing and diagnostic tools, support representatives can work with the customer’s system as if they were sitting on site. “GoToAssist is saving us money because it makes our staff more productive. It’s very robust, quick and easy to use.”

Increasing productivity during support calls has dramatically cut the company’s average handling time. “With GoToAssist we decreased average handling time by 40 percent,” said Bell. The ability to rapidly and accurately resolve issues increases customer satisfaction as well. “We continually receive feedback from our customers that they are very satisfied with GoToAssist and their support experiences,” he said. Because more issues are now resolved accurately the first time, Eclipsys has reduced its overall number of support calls. “By using GoToAssist we avoid future calls and have increased first-call resolution by up to 10 percent,” said Bell.

### Key benefits

- Lowers average handling time by 40 percent
- Enhances customer and employee satisfaction
- Maintains security and HIPAA compliance

## Remote assistance proves indispensable for recovery after crisis

Hurricane Katrina was a disaster like no other, affecting thousands of businesses, including 29 medical facilities using Eclipsys software solutions. For these facilities, getting medical information systems back up and running was imperative for treating patients. At many hospitals, including West Jefferson General Hospital just outside New Orleans, Louisiana, the challenge was compounded by the lack of phone service and limited on-site staff.

GoToAssist played a key role in helping Eclipsys recover hospital systems at West Jefferson, according to Bell. “Because of the extensive damage at West Jefferson, we made the decision to get a back-up recovery system set up in our remote-hosting facility in New Jersey. It was an ambitious project with many technical obstacles.” Using GoToAssist, the product-support team remotely uploaded files and configured the back-up servers. In a matter of days, the hospital’s systems were operational. “Without GoToAssist the recovery and activation would have been extended by several days,” commented Bell. “It was a remarkable achievement.”

## Software as a Service allows company to focus on what it does well

Purchasing a solution that uses the Software as a Service model had numerous benefits, according to Bell. “It was very attractive that GoToAssist is remotely hosted. We didn’t want to worry about security and staffing to support a third-party solution.” For example, GoToAssist provides multi-level security features that help the company maintain compliance with the Health Insurance Portability and Accountability Act (HIPAA). Most importantly, a managed solution allows Eclipsys to allocate its resources to its core competency. “Rather than hosting third-party solutions, we want to focus on what we do best, which is support our solutions,” he added.

## Facilitating knowledge transfer reduces future support incidents

Because Eclipsys has 16 offices across North America, a customer's support issue may require the expertise of staff located in several offices. Multiple Eclipsys representatives can participate simultaneously in a GoToAssist support session, allowing the right people to handle an issue. "Using GoToAssist, several of our people can get a virtual over-the-shoulder look at the customer's site, which enables training and knowledge transfer," Bell noted.

Keeping his support representatives happy is important to Bell, and providing the right tools is a key element of employee job satisfaction. "Our product-support staff are highly skilled, and it's absolutely important to keep them happy," he said. "I regularly hear back from my team that the value of GoToAssist is its speed and ease of use. Higher employee satisfaction, higher customer satisfaction and higher productivity are immediate, tangible rewards for using GoToAssist."



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