



**WESTBURY**

Service Management Intelligence



**Washington State  
Health Care Authority**

SUCCESS STORY

**Service Management  
Intelligence Suite helps  
guard consistent  
level of exceptional  
customer service**

The Information Services (IS) department of the State of Washington Health Care Authority is based in Lacey, Washington. The department is a leader in health care policy, purchasing quality health care and other benefits for Washington State employees and residents.

In order to ensure consistent delivery of exceptional service to all internal and external customers, the executive team implemented a performance management program in 2007. As a result of this new program, each department became responsible for providing monthly performance reports to the entire agency. *"For my department, that meant implementing an IT Service Management structure and present useful data about how we were doing. I needed a way to monitor our internal operations for improvement as well as communicate the state of IT services for my customers."* says Michael DeAngelo.

*"Service Management Intelligence Suite offers us a rapid and automated way of delivering clear operational IT information to a mass audience without spending a huge amount of time configuring and massaging the data."*

Michael DeAngelo – HCA Chief Information Officer

**Looking for a way to extract meaningful data out of the core service management repository**

At that point in time the IS department had no feasible way of regularly producing professional performance based reports. Therefore they asked the IT department to find an easy and automated way of extracting 'meaningful' data out of their HP ServiceCenter software repository.

When introduced to Westbury SMI Suite they were pleasantly surprised. Michael DeAngelo says: *"Although*

HP Software  
Platinum Business Partner



*we had implemented the core ITIL processes about a year and a half ago, our department still lacked a way to effectively measure and clearly report on how our technical support performance was improving. SMI Suite enabled us to begin bridging that gap with our department and with our stakeholders”.*

### **SMI Suite produces real-time reports that help reduce team work queues**

Prior to implementing SMI Suite, the Service Desk team had outstanding work queues of Incidents, Support Requests and Changes that were not being reviewed or followed up upon for process improvement. This resulted in many Support Requests and Changes that were over 1 year old and that were never updated. SMI Suite specifically helped to produce real-time reports which allowed managers within the IS department to effectively reduce team work queues so that more time could be spent on implementing new services instead of spending valuable time on break/fix type issues.

Clear operational information can be delivered to a mass audience on the fly, without spending a huge amount of time configuring and massaging the data. As a result of the more effective and efficient way of working, the department has increased accountability and ownership of customer’s issues, decreased the average resolution time and improved customer service to a 97% satisfaction level.

*“I am truly impressed with how easy it is to use SMI Suite. This solution allows everyone on my helpdesk team to quickly build and automate reports for our department without having to worry about learning another complex application.”* says Ryan Koval, Service Desk Manager.

### **Significant value for money**

Offering a generic architecture pluggable into any HP ServiceCenter environment, SMI Suite eliminates the need to design customized data warehousing models and enables a running start.

At the State of Washington Health Care Authority the

ROI of SMI Suite consisted of two major benefits:

1. the savings of approximately eight months of labor
2. the ability to measure IT performance quickly

Just as important however, is the increased customer satisfaction and the fact that the IT department is now able to supply their management with the right information at the right time!

Michael DeAngelo: *“When it comes to IT, the business often changes what it needs to measure because of shifting pressures in the business environment. Being nimble and quick to adapt to new reporting requirements is a key success factor for managing IT services. SMI Suite allowed us to very quickly start measuring and providing visibility on every aspect of our services.”*

**For more information about Westbury solutions, please contact us.**

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