

Temple Health

Maintenance Requisition System: Less Complexity – More Simplicity

Challenge

Temple Health's Jeanes Hospital had employed a UNIX terminal platform to support a variety of systems but a new software solution was incapable of handling a maintenance ticketing application in the way needed, creating a potential communications nightmare and a multitude of inefficiencies.

Solution

Instead of implementing a bulky enterprise ticket tracking system and making costly custom modifications, LFT built a much simpler solution centered on workflow with features inherent in leading enterprise software.

The streamlined ticket tracking system features simplified email notifications and printer management functionality. Additionally, a simple ticket request workflow walks a user through the process and validates input, providing real-time feedback.

Outcomes

Learning about business needs and crafting a system around existing workflow, allowed for the simplification of paper processes while providing staff with a more feature-rich application.

- Adoption rate across the entire hospital staff was nearly instantaneous
- Maintenance administration had clear insight into the number of open tickets and staff members were notified when a request was fulfilled (functionality that was previously non-existent)

Technology

Microsoft
ASP.NET

Active Directory

Microsoft
SQL Server

"The LFT team was able to understand all of our business needs and requirements. They were very knowledgeable and suggested enhancements to our workflow that greatly improved our productivity."

-Andy Gavin
Director of Information Systems