

THE CHALLENGE



Responsible for a variety of communications, recordkeeping, and scheduling operations, dispatchers are some of the hardest working people behind the scenes of a Chicago-area medical center that houses 662 beds and staffs 900 physicians. Typically, through a PM module, dispatchers coordinate, expedite, and track request orders for staff, materials and assets. The majority of incoming calls are typically routine maintenance, however require an immediate response.

As in many healthcare institutions, the client found that their current PM module was too cumbersome and time intensive for

general maintenance requests. The module was elaborate and required numerous fields and tabs to be sorted through to produce a request. Additionally, all requests were tracked twice through both the PM module, as well as by hand in a log book. This approach took too long to process work orders, making it nearly impossible to provide a quick status check of requests, or analysis of the work. As a result, the dispatchers perceived this process as a redundant one, as well as an inefficient use of their time.

The client needed a module that would eliminate their laborious process. They wanted to better document their activity, streamline their processes and improve communication across multiple departments without inapplicable features for general maintenance. Simpler was going to be better!

THE SOLUTION

In a continuous effort to be more proactive, the client selected Sentact's Service Management Module. Sentact's team of experts scaled back the platform to give the client only the specific functions that they needed to work efficiently. The solution was implemented within three weeks and dispatchers started utilizing the platform immediately. Sentact gave the client the ability to automate dispatch routing, document work history and labor, and centralize

- Customizations to make the dispatchers more efficient
- Simplified module for users to access
- Point n Click Management Reports

THE RESULTS

- ✓ Increased productivity
- ✓ Increased staff morale
- ✓ Decreased burden on PM module
- ✓ Provided tracking and trending of requests

To learn more about Sentact's products and services, or to request a free demo, please visit our website at www.sentact.com
Email info@sentact.com, or at **847.439.1700** for more information.