Saint Luke's Health System

Rescue by LogMeIn

The prescription for support excellence.

St Luke's™

INDUSTRY: Healthcare

HEADQUARTERS: Boise, Idaho

NUMBER OF EMPLOYEES: 10,000

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"With LogMeIn Rescue, we've been able to improve first-call resolution and have shortened the time it takes to resolve those issues. Rescue has been essential in enabling our medical and administrative staff to provide uninterrupted, quality healthcare. I can't overemphasize how important it is to our employees and, in turn, our patients."

— **TRAVIS CRAIN**, *Systems Engineer, Saint Luke's Health System*

CHALLENGE

Saint Luke's Health System, like all hospitals, relies heavily on technology to support its users and patients. And while most of Saint Luke's applications are used within hospital walls, physicians and other employees increasingly require access while working remotely. This created the need for a robust remote support solution.

- Saint Luke's system included more than 6,000 desktops and laptops running more than 100 applications used by 12,000 users. The support team consisted of only 30 personnel.
- The hospital system included several facilities scattered throughout Missouri and Kansas.
- The solution needed to reduce application downtime to zero.

SOLUTION

To meet its extremely high remote support standards, Saint Luke's turned to LogMeIn Rescue. Rescue enables IT to support systems within and outside the network, which was critical for remote and in-house employees. The solution allows Saint Luke's IT team to address virtually all application issues, ensuring that users have access to the tools they need to provide uninterrupted care to their patients.

RESULTS

Rescue addressed all of Saint Luke's IT support needs and more.

- Rescue increased Saint Luke's first-call resolution rate and decreased the number of outstanding issues.
- By using Rescue's scripting capabilities, the organization increased end-user satisfaction and overall efficiency.
- Saint Luke's uses Rescue to resolve nearly 100 percent of application access-related calls.
- Rescue's video and chat recording capabilities ensure that Saint Luke's meets its audit tracking requirements.