

How can a new CMDB deliver great healthcare?

Wellstar Health System embraces ServiceNow to transform IT performance by using powerful data analytics, insights, and dashboards

Job to be done

To support Wellstar’s mission to enhance the health and wellbeing of every person it serves

Solutions to do it

- ServiceNow® Configuration Management Database
- ServiceNow® IT Service Management
- ServiceNow® IT Business Management
- ServiceNow® Discovery

What we did

Wellstar deployed ServiceNow technologies and solutions to rationalize its IT assets and estate, embrace automation, and streamline services

More than healthcare. PeopleCare

Wellstar Health System sums up its commitment to delivering high quality, compassionate, and personalized care in just four words – “More than healthcare. PeopleCare”. From metropolitan Atlanta, Wellstar care for one in six Georgians in hospitals, medical centers, hospices, and other healthcare facilities. The not-for-profit’s 25,000 health professionals and staff deliver over \$900 million in unreimbursed treatment, care, and community programs every year.

“ There is now widespread trust and understanding in our organization about just what ServiceNow can help us all to achieve, in our own work and ultimately for the patients and families we care for.

Dianne Kokotoff
Executive Director
Enterprise Solutions and Automation
Wellstar Health System

From birth to end-of-life

Wellstar has grown rapidly as it strives to make world class, integrated health services available to all Georgians, from birth to end-of-life. To successfully expand at scale, reliable and streamlined IT infrastructure and services are essential.

Wellstar wanted a ‘single source of the truth’ for all IT information providing the data, analysis, and insights that managers need to support staff in delivering great patient care.

Wellstar saved

\$500K

in annual costs

Achieving

25%

reduction in incident response times

And

86%

accuracy of data in CMDB

Complete visibility

Wellstar worked with ServiceNow Elite Partner, ITS, to develop a program of phased IT enhancements to reduce unplanned downtime, improve reporting quality and frequency, and ensure the availability and performance of key, frontline clinical applications. In particular, the program sought to gain complete visibility into Wellstar’s current and legacy IT infrastructure, to remove historical assets and customizations that impact on performance and prevent automation and process improvements.

Getting a grip

By capitalizing on the power of ServiceNow Discovery and rationalizing and refreshing its Configuration Management Database, Wellstar now has a firm grip on its IT estate and capabilities, delivering a stable, efficient, and easy to use environment. By utilizing the full dashboard capabilities, Wellstar added enhanced reporting with performance analytics, increasing overall dashboard usage by 150%. IT Service Management and IT Business Management are providing unprecedented visibility and control, and the process of maximizing the impact of automation is fully underway.

Performance improvements

Major incident response times have been cut by 25%, active users of self-service resources have increased by 510%, and root cause analysis on incidents has been reduced from 30 days to just four. In just 12 months the number of dashboards in use increased from 100 to 250 and the number of service catalog items from 15 to 910. Overall, it is estimated that these and other improvements have contributed to annual cost savings exceeding \$500,000.

“ There are so many resources and so much out of the box functionality within ServiceNow – and ServiceNow people are so invested in making sure that we enjoy the very best of what their technology can offer.

Dianne Kokotoff
Executive Director
Enterprise Solutions and Automation
Wellstar Health System

**Now you know how
work can work better.**