

Community Connect Managed Service

Free up IT resources to focus on strategic initiatives while maintaining excellent patient support.

"Collaborating with Pivot Point Consulting to develop a custom Managed Service solution enabled us to not only regain control over our ticket backlog, but freed up our core team to focus on high-value, strategic work. Our strategic partnership has strengthened our ability to provide excellent support for our affiliates.

- Patrick Woodard, CMIO & VP, Clinical Systems, Renown Health

Our Shared Challenge

As a Community Connect Host, Renown Health faced both a core IT and affiliate service excellence challenge. Renown team members sought to address internal strategic efforts while providing fast and effective application support for affiliates. The structure of the teams were simply not intended to do both.

With internal employee satisfaction a top priority, Renown and affiliates needed a focused team that required minimal tactical oversight and freed up the internal team to focus on strategic initiatives.

Our Shared Solution

Renown partnered with Pivot Point Consulting to collectively develop a strategic Managed Service solution for their specific needs. After several discovery sessions, the team (Renown + Pivot Point Consulting) agreed that an hours-based on-demand model was the right fit.

A Community Connect Managed Service team integrated seamlessly into Renown's existing Clinician Apps organization with the following structure:

Engagement Manager for Resource Management

- Perform all hiring and team management of Pivot Point Consulting team
- Triage, assign and manage completion of service tickets for Renown's Epic applications
- Provide thorough, regular updates to Renown and Affiliate leadership teams

Community Connect Team for Affiliate Epic Maintenance

- Fully manage all requests – including scoping, requirements, developing reports, validation, deployment and training
- Advise Affiliate IT teams on industry and Epic best practices
- Facilitate communication, collaboration and partnership between Renown and affiliate community

Observed Impact

2,371
total tickets supported

17
Epic applications supported

Requests supported include
break / fix & optimization

Relationships. Reliability. Results.
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