

st Claraspital

In besten Händen.

KEY SUCCESSES



GREAT REAL-TIME
REPORTING



INCREASED SERVICE
EFFICIENCY



ONE SELF SERVICE
PORTAL FOR ALL



"We would certainly recommend 4me to other firms looking for a new future-proof service management solution. It is a stable, solid system that is flexible in configuration, offers efficient process support, and can be expanded step-by-step."

Marcel Menz
Head of IT Applications

Claraspital Basel Future-Proofs Its IT Service Management With 4me

A service-centric structure improves service efficiency and experience

The Claraspital in Basel is a privately run acute-care hospital, and an indispensable part of the health service in northwest Switzerland. It provides outstanding therapy and comprehensive medical expertise, delivered with the level of care you would expect in a private hospital.

The Claraspital is clearly positioned medically with its tumor center, the university abdominal center (Clarunis), and the specialties of urology, pulmonology/thoracic surgery, cardiology, general internal medicine/ infectiology, endocrinology with nutrition center, gynecology, and intensive care medicine.

Previously, the hospital group used OTRS to manage its tickets, but that system lacked structure and was focused solely on ticketing. ITIL mapping was not possible, and the reporting and, thus, the ability to analyze the performance of services, was poor.

Marcel Menz, Head of IT Applications, explains: *"We were looking to move from pure ticketing to a transparent and future-proof service management solution with a user-friendly Self Service portal and a clear service-oriented structure, enabling more efficient handling of the tickets."*

Industry

- Medical

Location

- Switzerland

Challenges

- Clarispital Basel needed a service management system that offered ITIL mapping, detailed reporting and the ability to analyze performance while scaling with the business.

Solution

- ITSM

"We needed a transparent system with real-time reporting that would enable us to analyze and optimize the services delivered, with more standardization to increase efficiency."

Other challenges that the new solution had to address were managing assets, implementing simpler and faster new processes within IT, adding the possibility to customize documentation, and establishing a user-friendly portal solution for employees (end users). Commitment to process mapping according to ITIL best practices was considered a bonus. The tools considered during the evaluation were Freshservice, Topdesk, Jira, and 4me.

Marcel explains: "We selected 4me because it is a future-proof integrated solution with all the functionality we need built in. It has a clear and flexible licensing model, a good price/performance ratio, high standardization, fast implementation times, and works with expert local partners in the DACH region."

"We are impressed with the high performance and stability of 4me, the clear but flexible structure, and the fact that it can be introduced step-by-step, so that processes can grow with you. The integration options and API are fantastic, and we appreciate the active development with weekly releases of new features and updates."

The teams and departments currently using 4me for their services are IT (infrastructure and application management) and Purchasing and Logistics, via a ticket portal.

Implementation

The implementation was done in close collaboration with local 4me partner ITConcepts. It went according to plan and took five months in total. Marcel: "We spent quite a bit of time setting up the knowledge database, as knowledge articles, instructions, templates, and more need to be logically integrated. Once you have everything in place, everything ticks like a clock."

Training

A short training session by ITConcepts was sufficient for most employees. They found the system very easy to use.

Scope

- Request Fulfillment
- Incident Management
- Service Level Management
- Change Management (Pilot phase with Agile Board)
- Configuration and Asset Management (planned)
- Release Management (planned)

Integrations

SSO, Active Directory, Event Management, IGEL Console, Lansweeper, and EAMSystem.

Results: Improved service efficiency and experience

Since 4me was implemented, Claraspital has benefited from full end-to-end transparency and more efficient service structure and ticket classification. Before 4me, the tickets received were often very unstructured, which is now a thing of the past – an enormous advantage when processing 1,200 requests per month.

Marcel: "I am very impressed with the workflows in 4me. They are mighty and intuitive, and an easy way to automatically inform the end user about the current status via the phase concept."



"It is great to have one portal for the organization, which can cover other areas of the company in addition to IT without making these areas dependent on each other in terms of process technology," Marcel adds.

Thanks to the end-to-end transparency and real-time reporting in 4me, Claraspital can properly monitor and analyze service performance, quality, and cost, make informed decisions about the services delivered, and optimize where necessary.

Marcel goes on to say: "Our experience working with 4me has been great. As said, the 4me product is everything we could wish for, and we receive excellent support from the local partner, ITConcepts, who have extensive knowledge of the product and are always available when we need them.

"We would certainly recommend 4me to other firms looking for a new future-proof service management solution. It is a stable, solid system that is flexible in configuration, offers efficient process support, and can be expanded step-by-step.

"ITConcepts has a very structured approach; we received excellent training and go-live support, and continue to receive support whenever we need it.

"So far, the implementation of 4me has been a great success, and it's not over yet. The system still offers a lot of potential for further process support."

4me is proud to have assisted a top medical center like Claraspital in streamlining their workflows, so they can focus on the big things: taking care of their patients and keeping everyone in their community well.



The **Complete** Service Management Platform

4me® combines ITSM with ESM and SIAM capabilities, enabling all internal departments, such as IT, HR, and Facilities, as well as external managed service providers, to work seamlessly with each other. At the same time, 4me provides complete visibility and control of service cost and quality.



ITConcepts is one of the leading IT service providers for the efficient automation of business processes. Its many years of expertise lie in the fields of IT Service Management, IT Operations Management, Identity Access Management and Big Data Analytics.

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