

Anthelio[™] Service Desk

Proven process and Information Technology and Infrastructure Library (ITIL) methodologies to continuously streamline IT services and support and enhance cost efficiencies.

Business Challenges

- Lack of fully equipped help desk support
- Budget constraints
- Lack of trained IT staff
- Healthcare specific services
- Outdated technology and management system

75% of healthcare support centers have seen an increase in ticket volume over the last year *

“ I was surprised at how quick and seamless the Anthelio service desk integrated our helpdesk function here at Karmanos into their workflow. We had a no surprise go live, which is exactly what you want for your end users. ”

*Director of IT
Karmanos Cancer Institute*

Highlights of Anthelio's Solutions

- Customized physician support line
- 24/7/365 clinical and financial comprehensive suite of application support
- Application support for primary EHR systems, such as Allscripts, Cerner, Epic, McKesson and Meditech
- Knowledge management/reporting and metrics analysis
- Highly skilled professionals who have experience in networking, PC hardware and IT services
- Certified staff certifications include A+, TCP/IP and MCP for Windows

AnthelioOs™ Service Desk

- Cost savings by partnering with Anthelio, saving limited resources for goals more closely associated to the delivery of quality care
- Interactive Voice Response prompts for direct access to immediate assistance
- Easy access via phone, email and a self-service portal
- ITIL based framework
- Remote desktop support

Average Calls handled

Over
55,000
Per Month

Average Speed to Answer

Under
30
Seconds

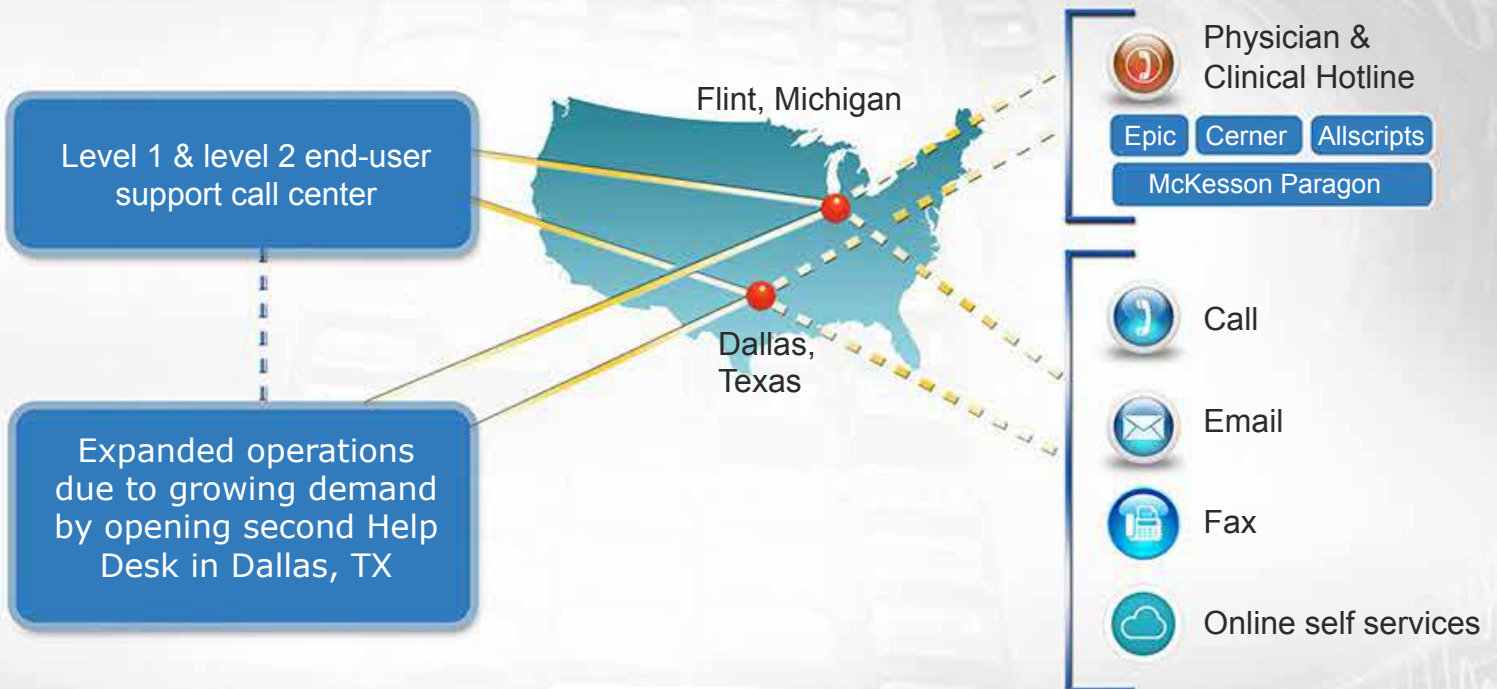
Call Abandonment Rate

Fewer
Than
6%

First Call Resolution

Greater
Than
80%

Anthelio provides services that impact over 60 MILLION Patients



*2013 HDI Practices & Salary Report Support Center, page 28.
<http://www.thinkhdi.com/~media/HDICorp/Files/Industry-Reports/promotion/scpsr-2013-web.pdf>