

Temple Health

Maintenance Requisition System: Less Complexity – More Simplicity

Challenge

Temple Health's Jeanes Hospital had employed a UNIX terminal platform to support a variety of systems but a new software solution was incapable of handling a maintenance ticketing application in the way needed, creating a potential communications nightmare and a multitude of inefficiencies.

Solution

Instead of implementing a bulky enterprise ticket tracking system and making costly custom modifications, LFT built a much simpler solution centered on workflow with features inherent in leading enterprise software.

The streamlined ticket tracking system features simplified email notifications and printer management functionality. Additionally, a simple ticket request workflow walks a user through the process and validates input, providing real-time feedback.

Outcomes

Learning about business needs and crafting a system around existing workflow, allowed for the simplification of paper processes while providing staff with a more feature-rich application.

- Adoption rate across the entire hospital staff was nearly instantaneous
- Maintenance administration had clear insight into the number of open tickets and staff members were notified when a request was fulfilled (functionality that was previously non-existent)

Technology



"The LFT team was able to understand all of our business needs and requirements. They were very knowledgeable and suggested enhancements to our workflow that greatly improved our productivity."

-Andy Gavin
Director of Information Systems