



Industry - Healthcare

## Healthcare Advocacy Organization | Help Desk Optimization and Strategic Support Pipeline

A leading healthcare advocacy organization partnered with NGEN to streamline IT support operations, improve system reliability, and strengthen security through a scalable, ITIL-aligned help desk framework.

### The Challenge

The client faced several operational and technical challenges that impacted efficiency and service delivery:

- Fragmented IT support created inconsistent service across departments
- Lack of centralized processes slowed response and resolution times
- Limited 24x7 support coverage delayed issue resolution
- Need for secure, role-based access and endpoint management
- Increasing complexity required proactive monitoring and escalation
- Compliance and secure communication requirements across statewide stakeholders

The new IT support framework delivered both immediate improvements and long-term value:

- Faster response and resolution times across support requests
- Improved user satisfaction through proactive, consistent support
- Increased system uptime with continuous monitoring and patching
- Greater visibility with transparent SLA tracking and reporting
- Scalable, future-ready IT support aligned with compliance requirements

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### About the Client

This organization represents hospitals and health systems across the state, relying heavily on secure and reliable IT systems to support internal staff, executive leadership, and external healthcare partners. Consistent, responsive IT support is critical to maintaining seamless operations and communication across complex healthcare environments.

### The NGEN Solution

NGEN implemented a structured, scalable support model aligned with ITIL best practices:

- Integrated help desk framework for streamlined ticketing, escalation, and resolution
- Deployment of Autotask PSA for centralized ticketing and SLA tracking
- Implementation of Datto RMM for proactive monitoring, patching, and device management
- 24x7 remote support complemented by onsite IT personnel
- Continuous improvement through regular reviews, asset management, and user feedback loops

### Client Feedback

*“NGEN provided a structured and responsive support system that improved our day-to-day operations. Their proactive approach and consistent communication have made a measurable difference in how our teams function.”*



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