

How Infraon helped Healthium Medtech Ltd. achieve ITSM excellence



Challenges

- Using multiple software to perform ITSM tasks
- Outdated software for customer support
- Inefficient spreadsheet-based tracking of ITSM tasks
- Inability to track work progress
- No clarity of resolution time and ownership

Why Infraon?

- Omni-channel ticket creation with email-to-incident option
- Automated workflows for multi-department approvals
- Self-service portal with mobile app accessibility
- Analytics-based dashboards for agent load visibility
- Multi-profile SLA management
- Automatic ticket allocation and load distribution
- Detailed insights on individual tickets, SLA compliance, and agent performance
- Asset lifecycle management with cost properties

Results

- >75% higher customer satisfaction
- >75% higher agent productivity
- >75% lesser spend on IT costs annually
- >75% increased compliance adherence

About the client

Healthium Medtech Limited is a leading global medtech company, offering a range of products for surgical, post-surgical, and chronic care. The company has comprehensive portfolio that includes cutting-edge solutions across Advanced Surgery, Advanced Wound Care, Arthroscopy, and Infection Prevention segments.

They are distinguished as the first Indian Medtech company to achieve CE certification under the new EU-MDR norms for Class III implants. They are also the world's largest non-captive manufacturer of surgical needles by volume and recognized as the number one independent Indian medical devices company in the field of surgical consumables.



The Need

The client needed to streamline their ITSM processes to enhance productivity and service quality. However, they were utilizing multiple software solutions to manage ITSM tasks instead of unified system that could consolidate these tools into a single platform. The existing customer support software was outdated, which meant they could not meet the growing needs of users.

Additionally, the client was using spreadsheet-based methods to track ITSM tasks. It was proving to be ineffective for managing service complexities, especially in tracking work progress and understanding task resolution timelines.

They also wanted a solution that could offer clear service management visibility, including real-time updates and insights - from initiation to resolution. By addressing these areas, the client aimed to provide a smoother, more reliable service experience to users.

Solution

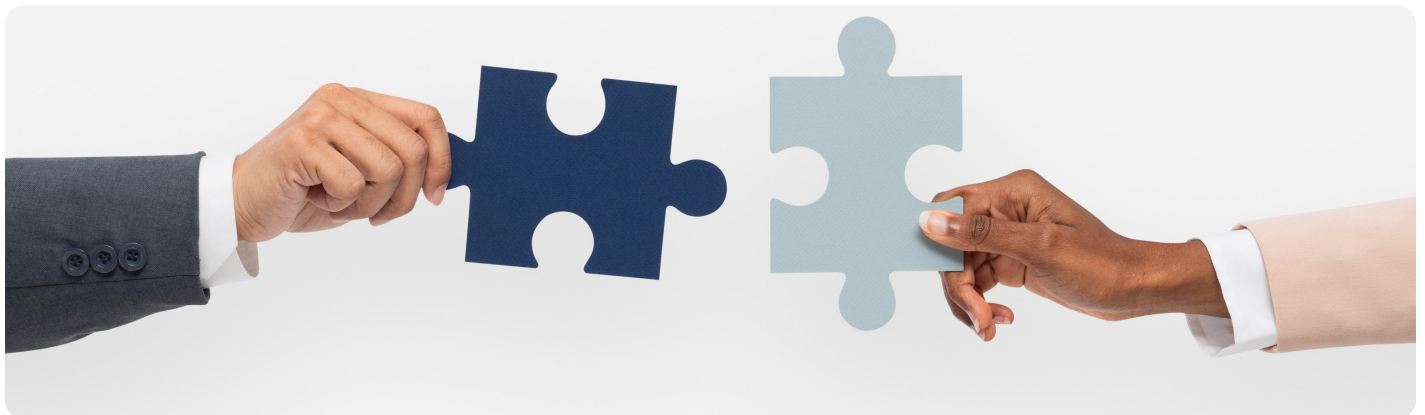
To meet the client's needs, Infraon ITSM – a SaaS-based ITSM module – was implemented. It featured a self-service portal accessible via web/mobile, which empowered users to address their issues on-the-go.

The module included analytical dashboards that provided deep visibility into agent workloads. That way, it became easy to observe and analyze workload patterns, resulting in a balanced distribution of tasks among the team.

Multi-profile SLA management was a key component of the solution so that different client expectations were managed as per predefined service standards. Automated workflows for multi-department approvals were also integrated, streamlining processes that previously required manual coordination.

Furthermore, Infraon ITSM enabled automatic ticket allocation and load distribution for tickets to be assigned to the most appropriate agent promptly. It provided detailed insights on issues, SLA compliance, and agent performance, enabling continuous improvement in service delivery.

Insights for individual tickets were also made available for agents and managers to track the progress and status of each issue in real time. Finally, Infraon ITSM supported bulk asset onboarding for IT and fixed assets.



Benefits

- >75% increase in customer satisfaction, significantly enhancing user experience
- >75%, increase in agent productivity, reducing time spent on repetitive tasks.
- >75% reduction in annual spending on IT costs, offering major financial benefits
- >75% increase in compliance adherence, ensuring fulfillment of higher standards

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