

Most staff tolerate their IT ticketing system at best. **This client went out of its way to praise it. Twice.**

### The Challenge

Support requests at a multi-site healthcare provider are easy to lose. Without a clear system, tickets fall through the cracks and staff don't know where their request stands.

When that happens, IT looks unresponsive even when it's working hard. This community behavioral health provider needed a support process people would actually use and trust.

### The Solution

MSI rolled out a structured ticketing process for the client's support requests, giving staff one consistent way to submit issues.

Both sides gained visibility into status and ownership, so nobody had to wonder whether a request had been seen.

MSI supported adoption across the client's sites, because for an internal support tool, getting people to use it is the hard part.

#### Engagement Snapshot

|              |                                      |
|--------------|--------------------------------------|
| CLIENT       | Community Behavioral Health Provider |
| INDUSTRY     | Healthcare                           |
| RELATIONSHIP | Managed Services                     |
| FOOTPRINT    | Multiple Upper Midwest Sites         |

#### By the Numbers

**2** separate reports of the client praising the new system, unprompted, within one week.

### The Results

Staff didn't just tolerate the new ticketing system, they praised it, unprompted and more than once. For a process tool, enthusiasm from the people who use it every day is the clearest signal it works.

"If your staff don't know where their IT requests stand, the problem might not be your IT team. It might be the process around them."