

## Vantive Replaced in under 6 Weeks



"When Onex acquired Kodak's Health Group, we needed to replace a complex and highly customized Vantive system, while maintaining support for business processes based on that system, in less than two months.

Six weeks later, EnterpriseWizard's implementation staff had reproduced the Vantive data structures and relationships, imported the existing data, replicated the Vantive functionality, added new functionality, documented it, and trained us so that we could maintain it ourselves."

Richard Miller, Technical Project Manager

### Business Overview

A former division of Eastman Kodak Company, Carestream Health Inc. provides medical and dental imaging systems, molecular imaging systems, and non-destructive testing products to a broad base of international customers. Their portfolio includes radiology and information management solutions (RIS-PACS, IMS); CR and DR; CAD (computer aided detection); medical and dental film; laser imagers; services; mammography and oncology solutions; and a variety of digital and traditional dental imaging products.

Carestream Health products and services are used in 90% of hospitals worldwide, and it holds more than 1,000 patents for medical and dental imaging and information technology. With over 8,100 employees worldwide, the company recorded 2007 revenues in excess of \$2.5 billion.

### Challenges

Before its buyout was final, Carestream Health, Inc. needed to quickly find a web-based replacement for Kodak's Vantive service desk that was flexible enough to incorporate additional functionality, including problem management, change management, procurement, provisioning, systems event management, and a library of FAQs. The new system would ultimately be responsible for managing and coordinating the global activities of over 300 staff and over 9,000 end users.

Replacing a complex system like the existing Vantive implementation was a challenging task because the new system had to support hundreds of complex allocation rules, be fully auditable, and support custom data structures so that not only the data, but also the data relationships could be maintained during the import.

### Industry

Medical, Dental and Molecular Imaging Systems

### Challenges

Over 400 allocation rules determined which team was assigned a particular issue

80 assignment teams with different working hours

Varying number of approvals needed for different request types

Complex workflow

### EnterpriseWizard Solution

Hosted BPA solution

Java™ Platform, Enterprise Edition

64 bit Linux OS with redundant hot-swap servers.

### Solution Benefits

Integrated system solves multiple technical issues

Hundreds of custom allocation rules are supported and modified without programming

System configurable without consultants

Rule-based escalation ensures no records slip through the cracks

Complete life-cycle visibility for all records for full auditability

## EnterpriseWizard Solution

Unlike other potential vendors, EnterpriseWizard offered a fixed-price quote and a 100% money-back guarantee (including all services) that the project would be completed on time and on budget.

With just two full-time staff members allocated to the project, the entire Vantive system was migrated to EnterpriseWizard in under 6 weeks and less than 42 man-days of consulting time. The new application not only reproduced all the Vantive functionality, but added new functionality, migrating over all relevant data and users, and adding new process automation functions for procurement and provisioning requests and event monitoring. As is typical with projects of this complexity and compressed time-frame, the initial specification grew significantly between the first draft of the specification and the final implementation, yet all but six hours of the requested changes fit within the original fixed-price contract.

End users have access to Carestream Health's new service desk through a call center or a web portal where they can search existing FAQs and a content-rich knowledgebase to try to solve their own issues. Any issues not answered by the FAQs may be submitted online through a web interface. Regardless of submission method, end users have a complete life-cycle visibility of their tickets through the web portal, as well as through email status updates.

**Problem Management** - Based on the problem request's field values, the record is routed appropriately to a level-one service desk or directly to level-two support. Using remote control tools, an extensive knowledgebase, and other standard helpdesk tools, the level-one service desk attempts to resolve the issue 70% of the time. If they're unable to resolve the issue, the analyst clicks a button that causes EnterpriseWizard to automatically allocate the ticket to the appropriate level-two support group/team based on the ticket category, the requester's geographical location, and the support level of the level-two team.

If level-two support does not respond to an open ticket in an appropriate amount of time, Carestream Health's system is configured with three levels of escalation that automatically notify the appropriate groups through pagers, messaging, and/or email. The entire population has visibility of current outages, alerts and news events.

Tickets can also be defined as templates so they can easily be re-used, enabling quick record creation. By using EnterpriseWizard's conversion function, specified fields can be mapped into a new record without bringing over the history from the original record.

**Change Management** - Proposed changes for technical and business readiness are submitted through the same end-user web interface. The change request is automatically routed to an appropriate team for review and authorization based on the category of the request, and once the change is authorized, is further routed to staff for as many approvals as necessary to endorse the change request. The flexible implementation allows for varying numbers of approvals needed for every change request record.

**"With EnterpriseWizard, 80 teams comprised of technicians from all over the world keep track of service issues, change requests, provisioning and procurement requests, and a large library of FAQs all from within a single system. The browser based interface has allowed us to add new features ourselves without programming."**

— Richard Miller  
Technical Project Manager  
Carestream Health, Inc.

If at any time a request is not authorized or approved, the cycle automatically re-starts and notifies the submitter to make changes to the request before it can be sent on for another attempted round of authorization and approvals. Escalation rules ensure that authorizers and approvers are informed when their action is needed, and if their action hasn't occurred in a timely fashion, management teams are notified as well. System-sent emails include hyperlinks to allow easy editing and viewing of records by authorized users. Calculated fields track the number of times a change request is rejected, and the number of approvals that have been received.

**Procurement** - Through the same web portal, end users can submit hardware, software and service requests on behalf of themselves or other employees. Requests may be saved as a draft before they are finalized by the submitter and sent through the built-in authorization, review, and approval cycle. As with the other systems, end users can view the status of all previously submitted requests, and escalation rules handle notifying the appropriate personnel when an IT request has been in the queue for too long.

**Provisioning** - With Carestream Health's new provisioning system, employees can submit account requests for themselves or on behalf of other employees. When a request category requires that a particular form be completed, the correct form is displayed automatically in the ticket and can be downloaded, filled out, and reattached to a Completed Form field.

All of this information is included in the automatic email sent to the approver when the request is submitted, and once approved, the request is further routed to the team assigned to implement the request.

## Benefits

Configuration changes without coding. With EnterpriseWizard's adaptability, no longer does Carestream Health need to spend weeks requesting and implementing code changes by developers to their ticketing system. The flexibility to make immediate configuration changes to adapt to new business needs is irreplaceable.

Cycle time reduction. Carestream Health has realized significant resolution times for Incident, Account and Provisioning requests with this system. They are able to generate automated reports, which alert managers to tickets that tend to languish.

One-stop shopping. Prior to the implementation of the EnterpriseWizard solution, end users had to navigate to several websites or databases to submit requests. Users now have a common interface for all of their IT needs.

Superior communication abilities. With EnterpriseWizard's email management capabilities, Carestream Health benefited from flexible notifications for escalations and events. Support teams and support personnel have the flexibility to determine what type of notifications they receive. No longer is it an "all or nothing" scenario.

## About EnterpriseWizard

EnterpriseWizard, Inc. ([www.EnterpriseWizard.com](http://www.EnterpriseWizard.com)) is the leading provider of powerful, easy-to-deploy, and cost-effective Web-based software solutions for business process automation, customer support, and change management for organizations with complex products or services. Its flagship product, EnterpriseWizard, and its adaptable SaaS Wizard platform have attracted hundreds of customers, ranging from startups to leading edge companies such as Chevron, NEC and Fujitsu.

## For More Information

Contact 1-888-727-2209 ext 1 to learn how we can help you accelerate your servicedesk success.

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