



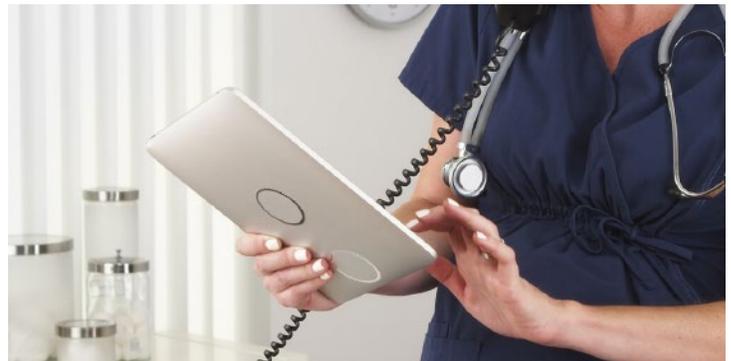
After Hours Support

DECEMBER 18, 2015

A Strategic Win

We began working with WBM in December of 2014 on the business case for an afterhours support service delivered by a partner. Prior to working with WBM, the Region leveraged our own staff in an on-call rotation.

The costs were hard to predict and the team dreaded the late night calls if something did go wrong.



The end-users were reluctant to use the service as they knew they would be waking someone up at night so often issues that were critical were being left to the morning.

We looked at our current costs for on-call and overtime and challenged WBM to build a business case that would show a cost savings and a service increase. WBM came back with a fixed monthly rate that would save us money and provide a predictable level of support.

Onboarding Success Story: Great From Day One

One of the key challenges for WBM was to make the service great from Day One. We needed the launch of the service to be successful. WBM began a 90 day onboarding project led by Dawn Watson.

Dawn worked closely with our team to update and revise many of our standard operating procedures. WBM works directly out of our SharePoint portal and accesses the same SOP's as our day shift team meaning we have one central source for knowledge base.

We also established all of the pertinent workflows and integration points. We did not want to have two sources for tickets. Our approach to ITSM meant there needs to be one system for the truth and WBM was given access into our ITSM system and updated and managed tickets in our system.

The WBM team spent several days onsite with the SHR team reviewing the handoffs, escalation paths and SOP's. It was important for the success of the project that our two teams were able to spend time together and it gave WBM firsthand knowledge of supporting our users.

We went live April 1st, 2015 and the program was a tremendous success in the first month. The critical success factor from our senior leadership was that the First Call Resolution rate not drop from the 85% average that is seen by our day time team.

APRIL 2015	
Calls Received	599
Incidents Created	334
Escalations	44
First Call Resolution	87%



Immediate Results

Great from day one was more than a tag line. Armed with a detailed knowledge base, extensively rehearsed call handling, and the WBM CARES customer service program, the program was an immediate success.

In the first month we had two major outages at the Region that required us to fail over to WBM. The response from WBM was tremendous. The WBM team was poised and responsive as we dealt with challenging issues for the Region.

END USER COMMENTARY

"They were very helpful and easy to talk to. Their instructions were clear."

"It was great. No problems."

"The IT service was very helpful and quick."

"The best part was that someone was there to answer the phone just after I started work at 6:30am."

"I was surprised that IT was available at that time of the evening and that they were very helpful with their information as well as very pleasant on the phone."

ONGOING SUCCESS & VISIBILITY

Results through Governance

A great first month meant that we now had to work hard as a team to maintain the level of success and sophistication moving forward. Now that we have several months' worth of data trends begin to emerge.

CALL VOLUME

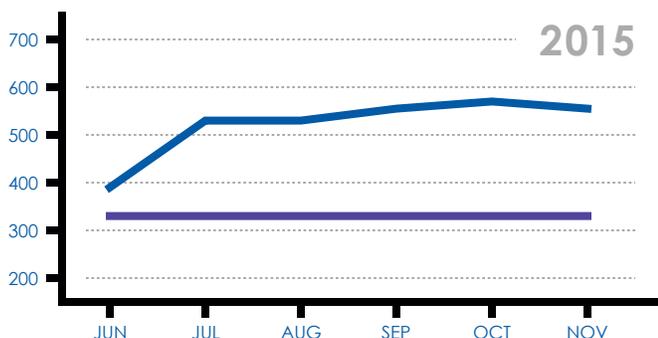
The call volume has steadily increased since go-live. As the service generates results, we are seeing volumes increase due to awareness and effectiveness.

AVERAGE WAIT TIME

WBM and SHR track call answer time in seconds, using the metric to adjust staffing levels and eliminate wait times as call volumes change.

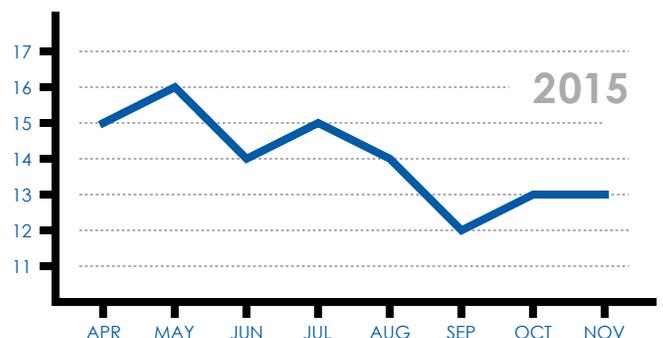
Total Calls & Incidents

■ Total Call Volume ■ Incidents Created



Monthly Average Wait Time

■ Wait Time in Seconds

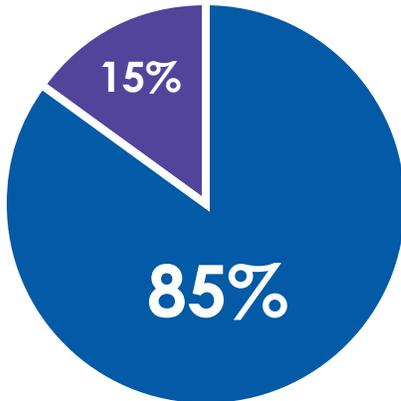


FIRST CALL RESOLUTION

The FCR has maintained every month above the SHR average of 85%. WBM has maintained a high level of training even as new employees come onboard to support us.

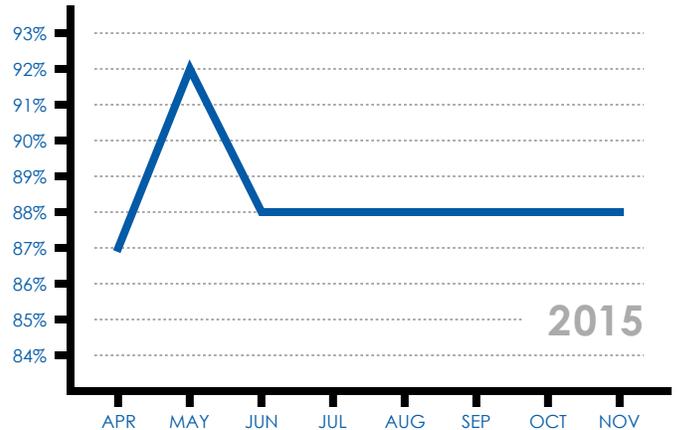
Resolution & Escalations

■ First Call Resolution ■ Escalations



Monthly Average %

■ First Call Resolution



NET PROMOTER SCORE

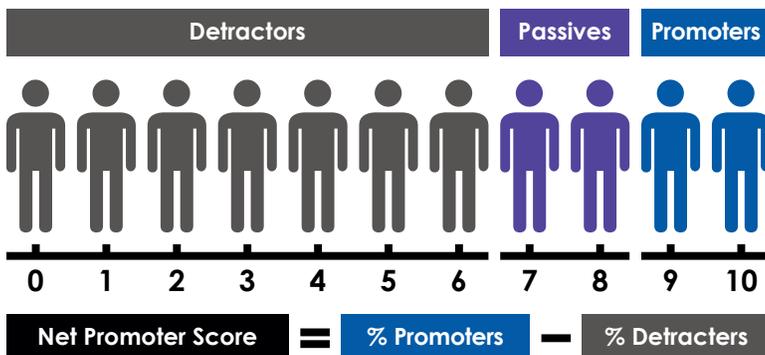
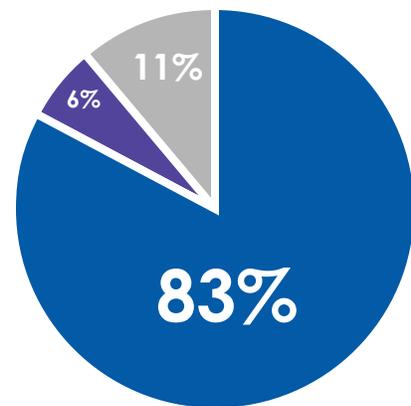
Net Promoter Score is a global benchmark for Best in Class customer satisfaction. The scoring program asks a simple question after each interaction: "based on your experience, how likely are you to recommend this service to your colleagues?"

Scores of 9 or 10 / 10 are considered **Promoters**. Scores of 7 or 8 / 10 are considered **Passives**, and all results from 0 - 6 / 10 are considered **Detractors**.

A poor service often has more detractors than promoters. The current NPS scoring at SHR is on a world class level, with an astonishing **83% of all responses** rating the service as a 9 or a 10 out of 10.

Overall NPS to Date

■ Promoters ■ Detractors ■ Passives



CUSTOMER FEEDBACK

The most important measure of the service is the feedback we continue to receive from our clients.

Here are a selection of recent reviews:

"Alex was very helpful with getting the info I needed."

CARRIE

"Please call! IT can only help if you tell them the problem. I called in the middle of my night shift about a problem that days did not have the time to address.

It only takes a minute and the After hours staff is very easy to talk to. You don't need a degree in computer engineering to tell them the problem."

SETH

"It was nice to be able to talk to someone asap for this situation."

NIKKI

"Great experience working with the after-hours Support Desk personnel."

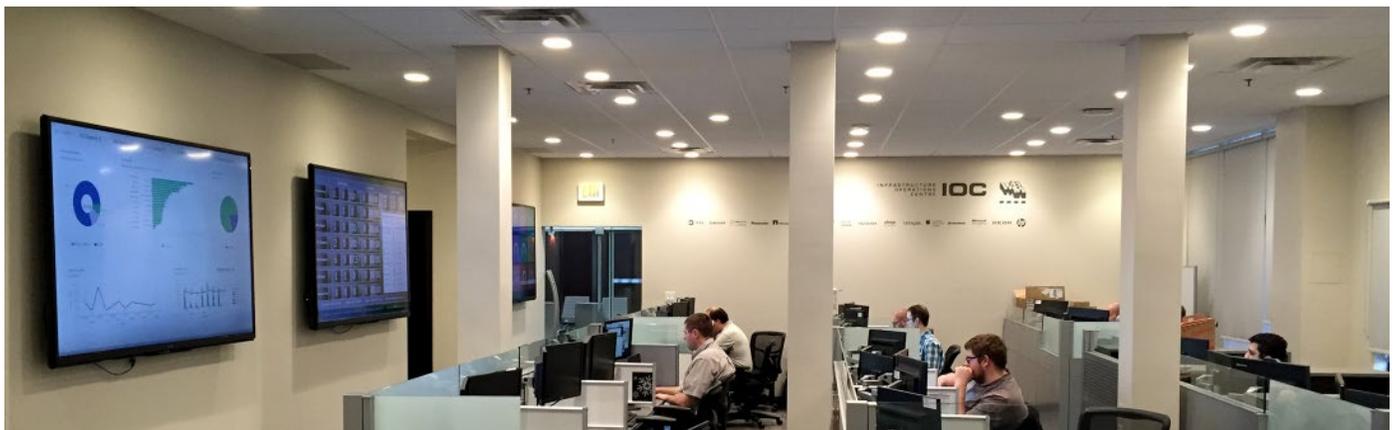
CLIFF

"After hearing my concerns if our toner wasn't replaced asap in regards to timely patient safety and care, he dealt with the issue quite quickly."

SUSAN

"I am so glad we have 8200, it makes computer problems not so scary!"

MAUREEN



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