



Situation

Hartford HealthCare is Connecticut's most comprehensive healthcare network. The fully integrated health system includes a tertiary-care teaching hospital, an acute-care community teaching hospital, an acute-care hospital and trauma center, two community hospitals, the state's most extensive behavioral health network, a large multispecialty physician group, a regional home care system, an array of senior care services, a large physical therapy and rehabilitation network and an accountable care organization. The healthcare network employs over 17,000 individuals who are dedicated to serving patients and families across the state of Connecticut.

When Joseph Venturelli joined Hartford HealthCare in 2014 as the Vice President and Chief Technology Officer, he quickly realized that the complex network setup was creating more work than necessary. Each day hundreds of calls were coming in to the help desk, many of which were requesting help with resetting passwords. In order to help alleviate the volume of phone calls, Mr. Venturelli turned to Avatier's self-service password system.

Within two years, Mr. Venturelli saw changes in network consolidations. Thanks to the new implementation of Avatier's Password Station, he was able to reduce help desk staff by 30% through attrition. He was also successful in bringing the help desk's abandonment rate and first call rate metrics to well within industry standards.

Solution

Knowing that he needed a new password management system, Mr. Venturelli searched to find the best available for the healthcare network. "I found Avatier's website and was particularly impressed by the list of clients and various government agencies that they served. Due to our complicated environment, I assumed that if Avatier could work with the government, then it could work well with us."

Avatier was the ideal solution. Installation was compatible with the initial network setup of 18 Active Directory service trees, as well as a Novelle Network instance. Password Station exceeded expectations by continuing to work smoothly even as Mr. Venturelli made major changes to the network by paring down excess services over time. "Over the last two years, we have consolidated our assets to replace Novelle Network as well as reducing our Active Directory trees to one. Because Avatier allowed us to pivot as we reduced our services, we were still able to use the service with minimal adjustments. Most other products on the market would not have allowed that."

Benefits

Thanks to the relatively straightforward installation of Avatier's Password Station and the ability to load employee information directly into the software, Hartford Healthcare were able to pre-enroll over 16,000 of the company's 17,000 employees to help make the transition. Mr. Venturelli knew from the beginning that the changes would not be instantaneous. He is, however, happy with the progress that his efforts have reaped over time: "When you're trying to move the needle for metrics on the help desk, you cannot just simply change one thing and make everything better. I would say that Avatier was definitely one of the top three contributing factors towards our improving numbers into the range of best practices and industry standards."

Hartford HealthCare

Headquartered in Hartford, Connecticut, Hartford HealthCare is a wide-reaching integrated health system with approximately 17,000 employees who are dedicated to serving patients and families throughout the state. Learn more at www.hartfordhealthcare.org

For More Information

To learn more about Hartford HealthCare and other identity management implementations, contact Avatier Sales by phone at 925-217-5170, or email us at sales@avatier.com

Solution Overview

Customer Size

Approximately 17,000 employees

Systems Integrated

Up to 18 Active Directory service trees, Novelle Network, Kinetic Helpdesk Portal

Country/Region

United States – Northeast

Business Situation

Hartford HealthCare chose Avatier to reduce requests to the help desk and as part of a larger goal of reducing system complexity.

Solution

Password Reset

Modules Purchased

Avatier Password Management

Benefits

Avatier has played a critical role in helping to reduce help desk abandonment rates and to improve first call response rates.

Organization Profile

Hartford HealthCare provides a variety of health services to its constituency through a network of hospitals, behavioral health centers, nursing and rehabilitation facilities, and more.

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Joseph Venturelli, VP and Chief Technology Officer