



## 28% More Uptime & 42% Faster Issue Resolution for a Healthcare Staffing Business with Co-Managed IT

### Geography

United States of America

### Sector

Healthcare Staffing

### Type of Project

Co-Managed Services

### Client Tenure

12 Months

### Case Study Period

12 Months

### Team Size

2 Resources

### Client Profile:

A diversified healthcare staffing business based in the US, specialising in providing staffing solutions in Nursing, Dialysis, Pharmacy, and Allied Medical.

### Client Objective:

- Ensure consistent, high-quality IT support across operations with a sustainable solution.
- Optimise IT staffing with a strategic approach to recruitment, training, and retention.
- Maximise ROI through efficient IT management.

### Solution:

- Provided 2 L2 IT professionals working 9 hours/day and 5 days/week for real-time support.
- Reduced issue resolution and improved overall uptime by handling troubleshooting and escalations from the onshore L1 engineers.

### Impact:

- Improved internal IT operations with increased productivity, reduced costs, and better overall IT services.
- 28.5% boost to uptime
- 42.5% faster issue resolution
- 53% reduction in IT spends